

DEPARTMENT OF HEALTH
WESTERN CAPE PROVINCIAL ADMINISTRATION

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1. STRUCTURE OF THE DEPARTMENT
SECTION 14(1)(a)

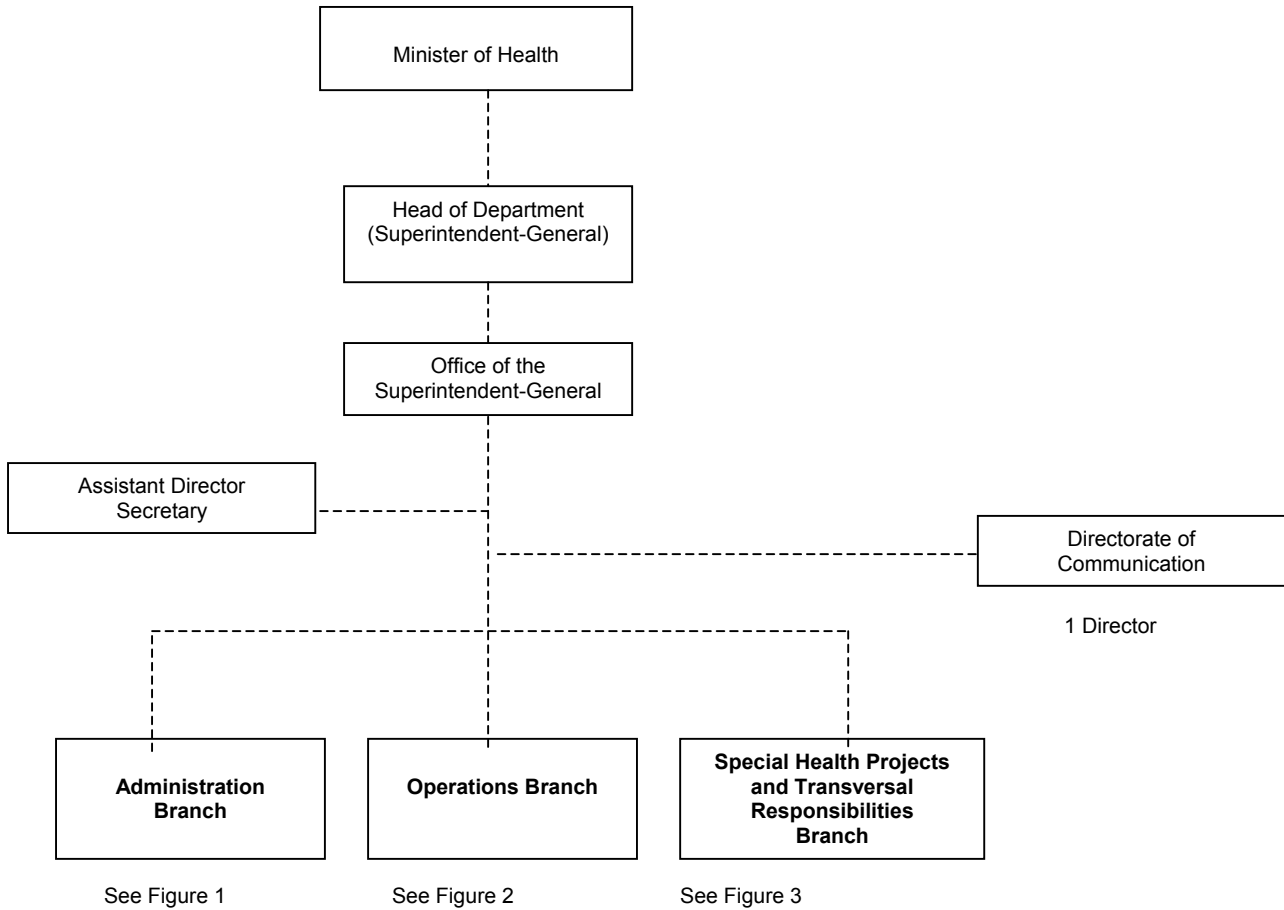


Figure 1

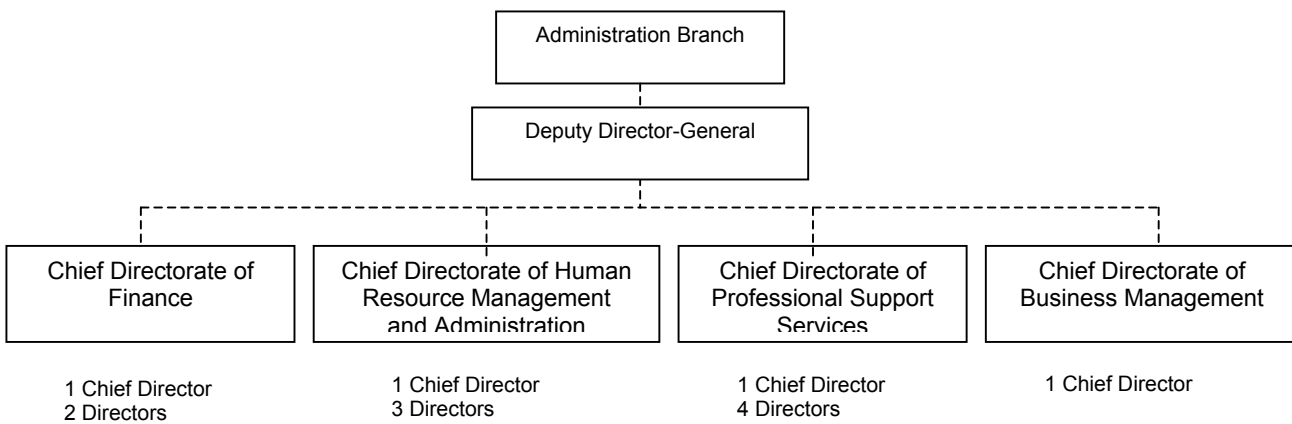


Figure 2

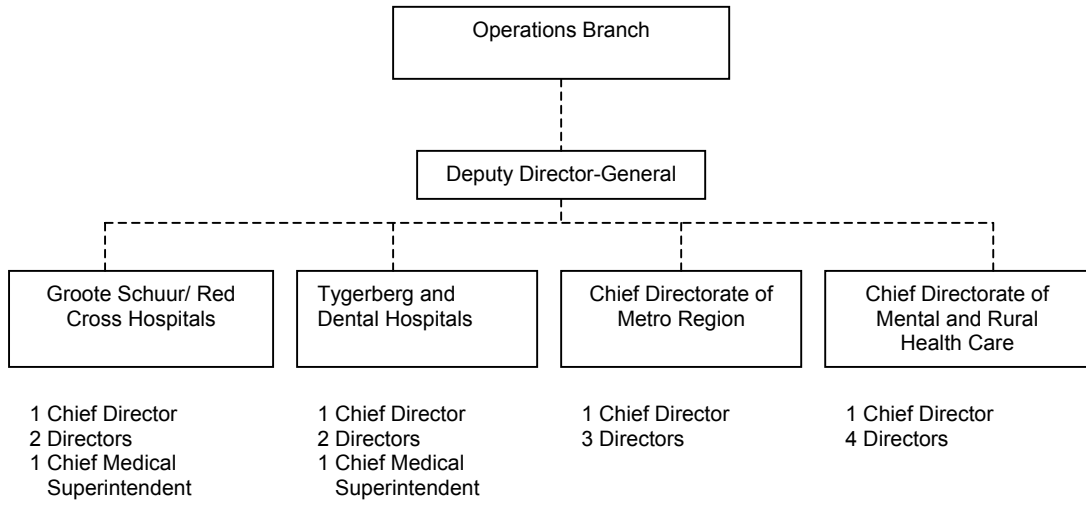
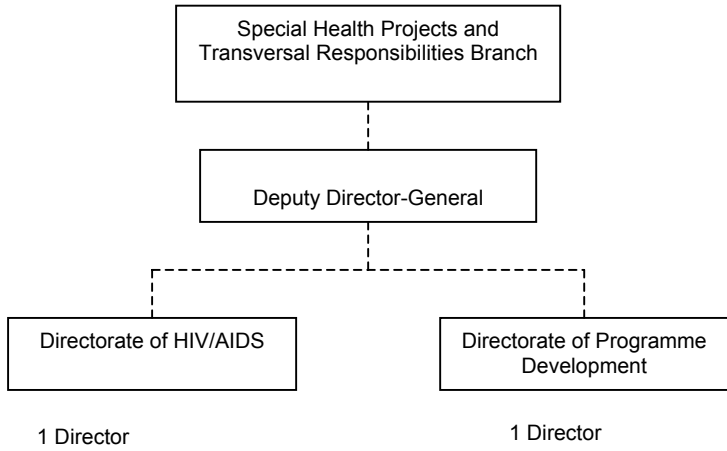


Figure 3



2. FUNCTIONS OF THE DEPARTMENT

- Ensuring comprehensive and effective healthcare service delivery
- Delivering a range of health-promotion and illness-prevention activities
- Rendering professional support services
- Providing effective administrative services

OFFICE OF THE SUPERINTENDENT-GENERAL

- Assisting the Superintendent-General with the management of the daily work programmes
- Ensuring correct documentation routing
- Co-ordinating the responses to ministerial enquiries
- Rendering a secretariat service for the top management meetings
- Maintaining the filing system

DIRECTORATE OF COMMUNICATION

- Facilitating communication between the Health Head Office and hospitals, clinics and support services institutions
- Promoting the image and protecting the reputation of the Department
- Liaising with external stakeholders, the media and other target audiences
- Co-ordinating the responses to Parliament and public enquiries
- Compiling various departmental newsletters and annual publications
- Co-ordinating and facilitating stakeholder engagement in respect of Health Care 2010

OPERATIONS BRANCH

- Ensuring the provision of high quality and appropriate health services within the Groote Schuur and Red Cross Hospitals
- Ensuring the provision of high quality and appropriate health services within the Tygerberg and Dental Hospitals
- Ensuring effective and comprehensive health service delivery within the Metro Region

- Co-ordinating mental, regional health care and emergency medical service delivery

SPECIAL HEALTH PROJECTS AND TRANSVERSAL RESPONSIBILITIES BRANCH

- Generating a high degree of public awareness about HIV/AIDS and optimise health care to those infected with HIV/AIDS
- Generating a high degree of public awareness about TB and optimise the health service delivery to TB patients
- Developing, co-ordinating and evaluating identified strategic health programmes in order to secure its optimal provision and integration at all levels

ADMINISTRATION BRANCH

- Providing sound budget administration and financial management within the Department
- Rendering, promoting, developing and maintaining an effective human resource management service
- Rendering professional support services

CHIEF DIRECTORATE OF FINANCE

- Co-ordinating all matters regarding departmental accounting services
- Providing effective financial management and measures
- Monitoring compliance with financial policies and measures
- Providing effective provisioning administration

CHIEF DIRECTORATE OF HUMAN RESOURCE MANAGEMENT AND ADMINISTRATION

- Rendering an effective human resource service

- Promoting sound labour relations within the Department
- Developing and maintaining effective human resource development, training and capacity-building services for personnel and communities
- Providing an administrative support service to the Head Office components

CHIEF DIRECTORATE OF PROFESSIONAL SUPPORT SERVICES

- Formulating and implementing sound health policies
- Providing appropriate information for the optimal management of all health services
- Providing effective engineering and technical support services
- Ensuring comprehensive, efficient and cost-effective pharmaceutical services
- Providing effective laboratory services
- Providing effective forensic and medico legal services.

CHIEF DIRECTORATE OF BUSINESS MANAGEMENT

- Regulating private healthcare facilities
- Licensing private healthcare facilities
- Encouraging Public Private Interaction (PPI) including partnerships (PPP)
- Managing healthcare in provincial healthcare establishments
- Contracting development and administration

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

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

The guide on how to use the Promotion of Access to Information Act, 2000, will be available from the South African Human Rights Commission by no later than August 2003. Queries can be made at:

South African Human Rights Commission
PAIA Unit
The Research and Documentation Department

Postal address: Private Bag 2700
HOUGHTON
2041

Tel.: (011) 484-8300

Fax: (011) 484-1360

Website: www.sahra.org.za

E-mail: PAIA@sahra.org.za

**5. RECORDS
SECTION 14(1)(d)**

**5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS
RECORDS**

- Legislation
 - Health Related Acts
 - Other Acts
- Parliamentary Enquiries/Returns
- Grounds and Buildings
- Personnel Administration

- Labour Relations
- Medico Legal
- Financial Administration
- Provisioning Administration
- Human Resource Development
- Consultants
- Contract Appointments
- Ancillary Services
- Public Relations
- Committees/Meetings
- Records Management
- Health Policy
- Patient Administration
- Health Support Services
- Health Programmes
- District Surgeons
- Hospital Boards/Health Facility Boards
- Information Management
- Planning and Business Management
- Research
- Clinical Services

5.2 RECORDS AUTOMATICALLY AVAILABLE

| DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 | MANNER OF ACCESS TO RECORDS |
|---|------------------------------------|
| DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1) (a) (i) | |
| (a) Medical records for purposes of | Copies of departmental policy |

| | |
|---|---|
| <p>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 excluding 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>(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>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.</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> |
|---|---|

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.
- Provision is made on the afore-mentioned form for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- The form 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.
- A request fee is payable should the requester for instance need copies of the requested record. In certain instances, a requester may also be requested to pay a deposit. A requester may lodge an internal appeal against the payment of these fees. The fee payable with regard to an internal appeal is R50,00. 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 THE 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. They 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 the district, secondary or tertiary hospital for further treatment.

The various HIV/AIDS and other Health Programmes can be accessed via Health's HIV/AIDS and Programme Development Directorates respectively.

In the case of all services as well as general enquiries, the public is given a 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 radio and television
- Manuals and guidelines

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

Departmental policy provides 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.