

Care Commitment

**Our smile is our welcome
Thoughtful care is our commitment
How we leave you feeling after your hospital
experience is our legacy**

In our commitment to providing high quality care and personal attention we promise to:

- ♥ Greet you courteously – with a smile
- ♥ Treat you with dignity, respect and without prejudice
- ♥ Provide you with a safe, clean and organised facility
- ♥ Be sensitive to your physical, emotional and psychological needs
- ♥ Listen and address, to the best of our ability, any concerns that you may have

We appreciate your feedback



Speak to us: You are welcome to discuss any requests or concerns with members of the hospital management team



Respond to our survey: As a valued patient you will receive an email or sms survey after you are discharged from our hospital



Email us: Customer.service@lifehealthcare.co.za



Use the web: www.lifehealthcare.co.za – follow the prompts from *contact us*

Call us: 011 219 9111



**External
Governing Bodies**

Hospital Complaints:
Department of Health Office of
Health Standards Compliance

Gentle care

We care for our patients the gentle way:

- ♥ Greet all our patients
- ♥ Engage our patients and their loved ones
- ♥ Nurse every patient with pride
- ♥ Teach our patients about their condition, their progress and their treatment programme
- ♥ Lead nursing care at all times
- ♥ Embrace patients of all groups – irrespective of race, religion or status

Compassionate and thoughtful care

We are committed to compassionate and thoughtful care:

- ♥ We approach our patients with consideration
- ♥ We listen to our patients with empathy
- ♥ We respond to our patients' needs and requests promptly
- ♥ We acknowledge our patients' culture
- ♥ We engage with our patients with trust and commitment
- ♥ We display a caring attitude towards our patients

Patients at the centre of care

Our patients are at the centre of our care commitment:

- ♥ We inform and involve our patients
- ♥ We respond quickly and efficiently to our patients' needs
- ♥ We care for our patients in a dignified and supportive manner
- ♥ Our patients and their loved ones are partners in the care we provide