

Field Work at Unjani Clinics

Global Health Delivery

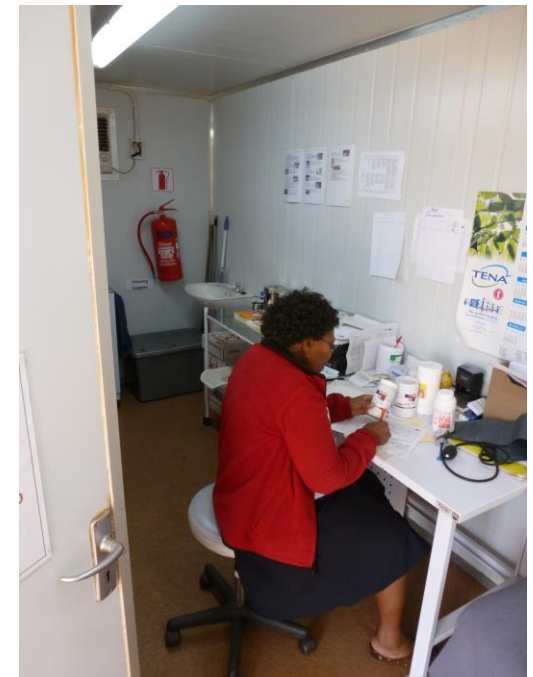


Courtesy of Korn Chinsawananon, Kari Hodges, Sora Bae Kim, and Nicholas Sze. Used with permission.

Etwatwa

- The clinic is situated behind a concrete gate which does reduce its visibility greatly.
- There is a public clinic on the next street, very close to the Unjani Clinic (5min walk). This is a big clinic with capacity of 500 patients a day.
- There are 2 more private clinics in Etwatwa.
- There is a pharmacy 5-10min car ride away.
- There are many spazas nearby the Unjani Clinic, selling pain killers, and cold and flu medicines. The OTC prices of spazas that we have observed are lower than or equal to the price offered at Unjani.
- Current Price structure:

	Price
Consultation incl. medicine for 1 illness	R100
Any additional illness	+ R40
Family Planning	R70
Referrals	R40
Follow up	R40
VCT/ Glucose Test	R25



Unjani Clinic Etwatwa Patient Interviews:

Observations:

- When we arrived at the clinic there were three patients waiting outside, and in the clinic there were patients being attended by the nurse
- The following interviews were conducted by the waiting patients.
- Their views of the clinic were very similar
- In summary they preferred Unjani clinic because the quality is much better and the waiting time is much less but they do not think the price is very cheap compared to the other private clinics, and the quality would be 6/10, while the private clinics rate 10/10

Unjani Clinic waiting patients interviews:	
Patient 1- Female, 20's	
1 Do you always come to Unjani?	sometimes
2 Do you think you get better quality service at Unjani?	Defenitely better quality, so much worth coming here than going to the public clinic
3 Do you think R100 is expensive/ cheap/ adequate?	It is not that cheap. It is a bit cheaper than the private clinic.
4 If it was R150 instead?	Expensive
5 If it was R70, would you come more often?	Yes
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	-
Patient 2- Female, 20's	
1 Do you always come to Unjani?	sometimes
2 Do you think you get better quality service at Unjani?	Defenitely better quality, so much worth coming here than going to the public clinic
3 Do you think R100 is expensive/ cheap/ adequate?	It is not that cheap. It is a bit cheaper than the private clinic.
4 If it was R150 instead?	Expensive
5 If it was R70, would you come more often?	Yes
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	-
Patient 3- Female, 30's	
1 Do you always come to Unjani?	sometimes
2 Do you think you get better quality service at Unjani?	Defenitely better quality, so much worth coming here than going to the public clinic
3 Do you think R100 is expensive/ cheap/ adequate?	It is not that cheap. It is a bit cheaper than the private clinic.
4 If it was R150 instead?	Expensive
5 If it was R70, would you come more often?	Yes
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	-

Public Clinic Etwatwa Patient Interviews:

Observations:

- Wednesday (the day of the visit) was the baby day for the public clinic.
- The waiting room was packed with around 200 women with babies
- We understand the interview would only depict views from babies mothers
- The time during the visit was around 11:30 am, and the women said they were waiting since 6am

Public Clinic waiting patients interviews:	
Patient 1	
1 How long have you been waiting today?	5hours
2 Have you heard of the Unjani Clinic?	Never heard of it
3 Would you be willing to pay I fyou had to wait less than 30 minutes?	Yes. Would prefer to pay than wait so long
4 would R100 be expensive?	Too expensive
5 What about R130?	Too expensive
6 And what about R70?	R70 is ok
Patient 2	
1 How long have you been waiting today?	~ 4hours
2 Have you heard of the Unjani Clinic?	No
3 Would you be willing to pay I fyou had to wait less than 30 minutes?	Probably would pay
4 would R100 be expensive?	Too expensive
5 What about R130?	Too expensive
6 And what about R70?	R70 is ok
Patient 3	
1 How long have you been waiting today?	4 hours
2 Have you heard of the Unjani Clinic?	No
3 Would you be willing to pay I fyou had to wait less than 30 minutes?	Probably would pay
4 would R100 be expensive?	Would pay R100
5 What about R130?	Too Expensive
6 And what about R70?	Good price

Etwatwa Pharmacy Visit Interview

- The pharmacy is not very far away from Unjani Clinic, but it would require a car ride
- The pharmacy has been operating for 14 years
- The pharmacy workers were not familiar with the Unjani clinic
- Most common customers are elderlies coming for their bones medicines, and young mothers
- Customers come from everywhere in taxis
- Some of the customers come knowing exactly what they need and some come to ask the pharmacists for treatment
- There is a public clinic nearby. Many customers come from the public clinic after giving up on the long waiting queue
- Prices- the pharmacy owner adjusts the prices of the drugs depending on the customers outfit



Villa Lisa

- **Overall** – Located in the really unemployed town of Villa Lisa which is among the parade of shacks. Staffed with a very capable assistant and a business-savvy nurse, the clinic has a big lawn in front of the place. The clinic is behind a fence that does not impede visibility and surrounding area looks to be in a much worse shape than the clinic itself resulting in the clinic exhibiting the characteristic of cleanliness.
- **Current Customer** – The clinic seems to be doing well among the middle-aged to elder ladies. We met a group of 4 clinic champions (who love hanging out at the clinic, these people live off the R1,200, elder government grant and R290 child government grant.



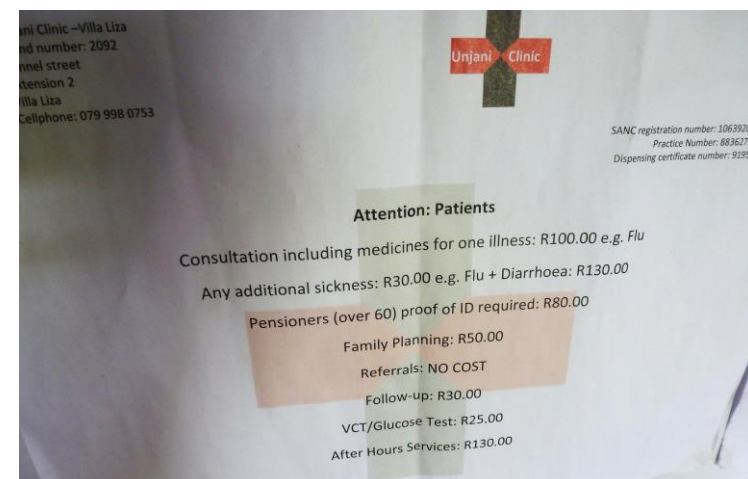
Villa Lisa

Wednesday, March 20th, 2013

- **Competitive Landscape**
 - No other private clinic in Villa Lisa, no pharmacy
 - Only one not so crowded public clinic 10km away from Unjani (Taxi cost is R11), in the next town at Vosloorus.

- **Current Price structure:**

	Price
Consultation incl. medicine for 1 illness	R100
Any additional illness	+ R30
Pensioners (over 60)	R80
Family Planning	R50
Referrals	FREE
Follow up	R30
VCT/ Glucose Test	R25
After Hour Services	R130



Unjani Clinic Villa Lisa Patient Interviews:

Unjani Clinic waiting patients interviews:	
Patient 1- Female, 20's	
1 Do you always come to Unjani?	First time at Unjani. Normally I go to the public clinic. I came here today because didn't want to wait today
2 Do you think you get better quality service at Unjani?	Defenitely better quality
3 Do you think R100 is expensive/ cheap/ adequate?	It is not expensive, because other private clinics are much more expensive. But not cheap. I would say adequate
4 If it was R150 instead?	It will still be adequate. But I would come less often, and go to the public clinic more
5 If it was R70, would you come more often?	I would come more often. Almost everyone would come to Unjani
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	I take panado
7 What other service would you like to see at Unjani?	Sonar
Patient 2- Male, 20's (came with a baby)	
1 Do you always come to Unjani?	Yes because the public clinic is too far away
2 Do you think you get better quality service at Unjani?	Yes I do
3 Do you think R100 is expensive/ cheap/ adequate?	It is not expensive. Not cheap. Adequate
4 If it was R150 instead?	It is still adequate. Would come less often
5 If it was R70, would you come more often?	Would come more often
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	I come to the clinic
7 What other service would you like to see at Unjani?	Sonar
Patient 3- Pensioner Female	
1 Do you always come to Unjani?	No. First time here. I came here today because I really feel unwell.
2 Do you think you get better quality service at Unjani?	Defenitely better, since I am paying money
3 Do you think R100 is expensive/ cheap/ adequate?	Expensive
4 If it was R150 instead?	Too expensive
5 If it was R70, would you come more often?	Would come more often
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	Public clinic
7 What other service would you like to see at Unjani?	-
Patient 4- Male, 40's	
1 Do you always come to Unjani?	Yes
2 Do you think you get better quality service at Unjani?	Yes I do
3 Do you think R100 is expensive/ cheap/ adequate?	It is the perfect price
4 If it was R150 instead?	Too expensive
5 If it was R70, would you come more often?	Yes. Cheaper the better
6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?	clinic
7 What other service would you like to see at Unjani?	Vaccinations

Public Clinic Vosloorus Patient Interviews:

Public Clinic waiting patients interviews:

Patient 1- Female patient, maybe in her 30's came with a baby

1 How long have you been waiting today?	30 minutes
2 Have you heard of the Unjani Clinic?	Never heard of it
3 Would you be willing to pay if you had to wait less than 30 minutes?	Would not be willing to pay
4 would R100 be expensive?	Too expensive
5 What about R130?	-
6 And what about R70?	Not even R70

Patient 2- Female in her 30's came with a baby

1 How long have you been waiting today?	2 hours
2 Have you heard of the Unjani Clinic?	No
3 Would you be willing to pay if you had to wait less than 30 minutes?	Probably would pay
4 would R100 be expensive?	R100 sounds ok
5 What about R130?	Sounds ok
6 And what about R70?	R70 is a cheap price

Patient 3- Female patient in her 30's

1 How long have you been waiting today?	4 hours
2 Have you heard of the Unjani Clinic?	No
3 Would you be willing to pay if you had to wait less than 30 minutes?	Not willing to pay
4 would R100 be expensive?	Expensive
5 What about R130?	Expensive
6 And what about R70?	Expensive

Patient 4- Male patient in his 40's

1 How long have you been waiting today?	Just Arrived
2 Have you heard of the Unjani Clinic?	No
3 Would you be willing to pay if you had to wait less than 30 minutes?	Probably would pay
4 would R100 be expensive?	Not expensive
5 What about R130?	Its is ok still better than the GP R280
6 And what about R70?	Ok

Patient 5- Female patient on her 30's

1 How long have you been waiting today?	10 minutes
2 Have you heard of the Unjani Clinic?	No
3 Would you be willing to pay if you had to wait less than 30 minutes?	No
4 would R100 be expensive?	Too expensive
5 What about R130?	Too expensive
6 And what about R70?	expensive

Observations:

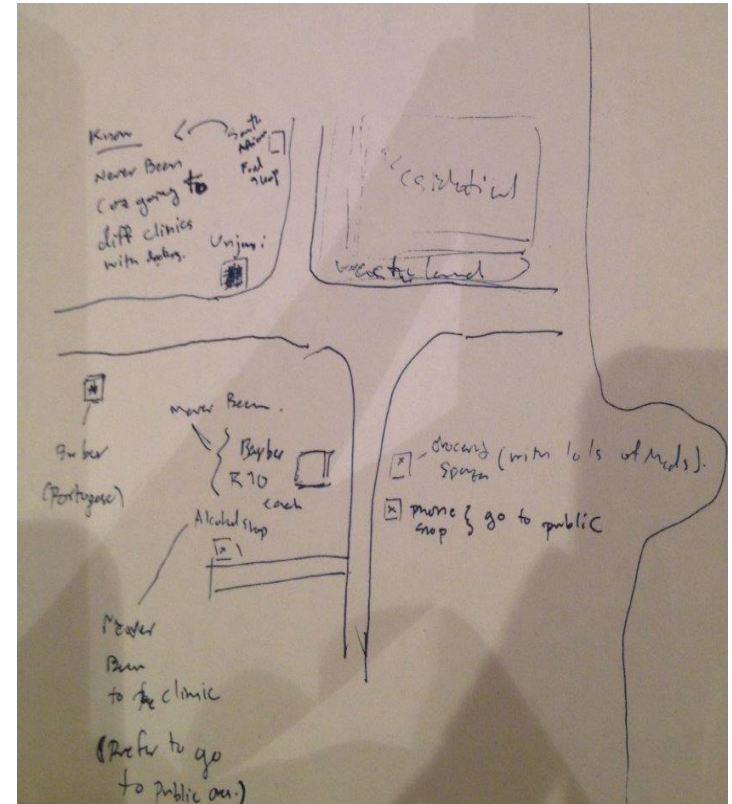
- Public clinic has been operating for 20 years.
- Recently a new building was built next to the old one to increase volume capacity
- When we were there, the clinic was pretty empty, and not many patients waiting.
- The clinic being massive, had divided departments for different patients

Thoughts:

- Before the public clinic visit, we thought from the Unjani Clinic patients interviews, that people preferred Unjani since the public clinic wait time was too long, too far away and the service is bad
- We observed that the public clinic had almost no wait time, and with R11 people could take a taxi to the public clinic

Villa Lisa Non-Patient Interview

- Awareness of the clinic seems to be high. Almost everyone we talk to know about the clinic but have never been there.
- The price point seems really high especially for this neighborhood where a haircut is worth R10, and an ice-cream is worth R6. People prefer to pay R11 for a trip to public clinic nearby.
- There are many spaza shops around, but we observe that they are mainly used as a hangout spot with little to no sales.
- Some excerpts from the interviews both non-patients and waiting patients,
 - “I can’t afford it, it’s too expensive.”
 - “I need special medicine so I have to go to a different clinic.”
 - “It would be great if they have high blood pressure medicine.”
 - “The lawn could be transformed to other uses such as soccer pitch or nutrition and health garden.”



Nelmapius Public Clinic

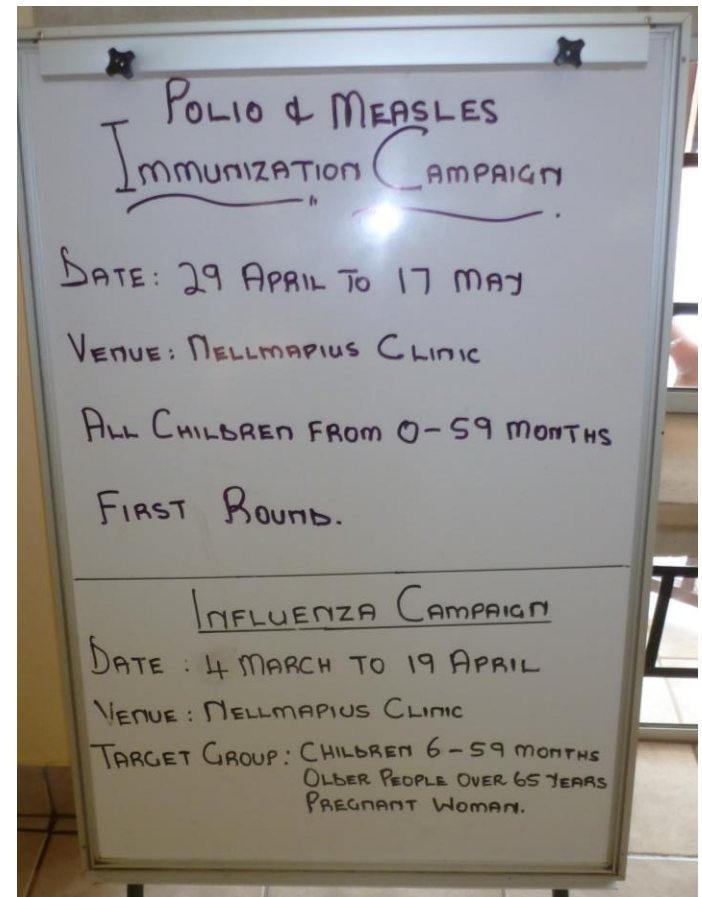
- This was the community location where the Unjanic clinic had yet not opened.
- We were able to collect general information about the area, and visit the Nelmapius Public clinic 5 kilometers away from the future Unjani clinic location.
- We arrived at the public clinic clinic around 1pm. It was not very crowded.
- At the public clinic we were not able to conduct any patient interview, but were able to meet the head nurse, Ms Kwona, who provided us with the following information about the clinic:



- They have 300~350 patients/day
- Most of the patients come from 6am
- Inside the clinic there was a pharmacy, which was very small, and had a long queue with patients holding a hard copy prescription
- For a general consultation, the average waiting time was three hours
- Main patients for the general consultations were adults with about 6000/month
- In the whole clinic there were 1doctor, and 6nurses
- Most common diseases, biggest burden to the clinic:
 - 1. Upper respiratory diseases
 - 2. GAT
 - 3. STI
 - 4. Chronic diseases- hypertension, diabetes, asthma

Nelmapius Public Clinic

- There was an initiative with the department of health- polio
- When asked if the low patient volume at this time was normal, she answered this was not the usual patient volume. Normally there are more patients at this time, but it is also true that most of the patients come during the morning.
- Saturday is only for emergencies
- The consultation time is around 15minutes
- Main burden for this clinic is the pharmacy. They have long queue in front of the pharmacy, therefore some nurses have medicines inside the consultation room.
- Stock out of medicines does happen time to time. It is unpredictable so stock out occurrences has not been decreasing



Nelmapius Non-Patient Interview

Nelmapius Clinic Non-Patient Interviews	
Non-Patient 1	
Do you know of a private clinic in the area	Yes
If yes, how did you hear about it?	A town meeting happened last week. The clinic was discussed. Understood the clinic was to be government and is now private. "politics."
Have you been there?	no
How did you find it?	n/a
If No, where do you go for medical care?	public clinic extension 1
What was your experience (attention and wait time.)	Wait 7 am to 4pm
What is most important to you?	no
Would you pay for medical care?	no
If yes, how much?	n/a
If no, Why?	medical care should be free. Shouldn't make those without jobs pay.
What do you do for a living?	plumber
Other notes	
Non-Patient 2	
Do you know of a private clinic in the area	yes
If yes, how did you hear about it?	Word of mouth " this clinic isn't for us. It is not for the community. It is a pay clinic."
Have you been there?	no
How did you find it?	n/a
If No, where do you go for medical care?	She goes to extension 1. pays 9 rand each way to go to clinic
What was your experience (attention and wait time.)	Wait all day. Get to the clinic at 6 a. Clinic opens at 9. get home at noon. It is a long wait but the clinic always has medicine. The clinic provides good care though.
What is most important to you?	
Would you pay for medical care?	No. I would go to the clinic.
If yes, how much?	
If no, Why?	
What do you do for a living?	On a grant. There are no jobs here. The men work construction. The women can work there too they wave the lags. But less women.
Other notes	
Non-Patient 3	
Do you know of a private clinic in the area	no
If yes, how did you hear about it?	
Have you been there?	no
How did you find it?	n/a
If No, where do you go for medical care?	parhaming
What was your experience (attention and wait time.)	Parhaming caters to two suburbs. So the volume is very high. You can walk there but there is a river you have to cross. She cues at 6 AM and leaves at 12PM.
What is most important to you?	immunizations and old people/ chronic care.
Would you pay for medical care?	yes, for a close private clinic
If yes, how much?	100 rand including medicine
If no, Why?	
What do you do for a living?	grant
Other notes	Private doctor for a child is 250 according to this woman. Clinic is north from the map.

Nelmapius Non-Patient Interview

Nelmapius Clinic Non-Patient Interviews	
Non-Patient 4	
Do you know of a private clinic in the area	yes
If yes, how did you hear about it?	yes. There was a meeting the past week.
Have you been there?	no. it is for outside people. it is for pay.
How did you find it?	n/a
If No, where do you go for medical care?	"Dah" the clinic nickname
What was your experience (attention and wait time.)	IT is packed. If you are working you have to take the day off. He has never been but used to take his mother. Take her at 6 am and pick her up at noon
What is most important to you?	
Would you pay for medical care?	yes, maybe
If yes, how much?	85- 90
If no, Why?	
What do you do for a living?	works on a place close by, construction.
Other notes	yes
Non-Patient 5	
Do you know of a private clinic in the area	no
If yes, how did you hear about it?	n/a
Have you been there?	n/a
How did you find it?	n/a
If No, where do you go for medical care?	naranom
What was your experience (attention and wait time.)	It is an hour walk north to Tawiso. There are nice people at the public clinic. The wait is long depending on what services you need. There are separate lines for children, elderly and the youth. The line for immunization is short.
What is most important to you?	Family Planning and Immunization
Would you pay for medical care?	yes
If yes, how much?	R50
If no, Why?	
What do you do for a living?	Does not work
Other notes	There are at least two public clinics Within a 9 rand/ 1 hour walk.
Non-Patient 6	
Do you know of a private clinic in the area	yes
If yes, how did you hear about it?	it is the container. But he doesn't know if it is a public or private clinic.
Have you been there?	
How did you find it?	no
If No, where do you go for medical care?	public clinic
What was your experience (attention and wait time.)	the public clinic provides okay medicine. It is usually in stock. The clinic is better than the hospital but not so great. The wait it too long. And the walk is also too long. Must be there by 6 am, leaves his house an hour earlier. The nurses are not very nice. In general the service is bad at the clinic.
What is most important to you?	high blood pressure, diabetes and TB
Would you pay for medical care?	yes
If yes, how much?	50 rand
If no, Why?	
What do you do for a living?	pensioner
Other notes	

Nelmapius Non-Patient Interview

Nelmapius Clinic Non-Patient Interviews	
Non-Patient 7	
Do you know of a private clinic in the area	No
If yes, how did you hear about it?	
Have you been there?	
How did you find it?	
If No, where do you go for medical care?	Sixteen clinic
What was your experience (attention and wait time.)	20 minute brisk walk. The wait is short and the people/ nurses are great.
What is most important to you?	full check up.
Would you pay for medical care?	yes. Currently pays for a gp which is 200 rand.
If yes, how much?	100 rand for a clinic that is close by.
If no, Why?	
What do you do for a living?	barman
Other notes	clinics are associated with women and babies. So when he needs a check up he doesn't go there.
Non-Patient 8	
Do you know of a private clinic in the area	no
If yes, how did you hear about it?	n/a
Have you been there?	n/a
How did you find it?	n/a
If No, where do you go for medical care?	For medical care I go to Parhaming.
What was your experience (attention and wait time.)	There are too many people there. He waits from 5 am to noon. The nurses are nice, they have medicines.
What is most important to you?	clinics should be for kids.
Would you pay for medical care?	Yes
If yes, how much?	150 rand
If no, Why?	
What do you do for a living?	grade 10 student right now!
Other notes	

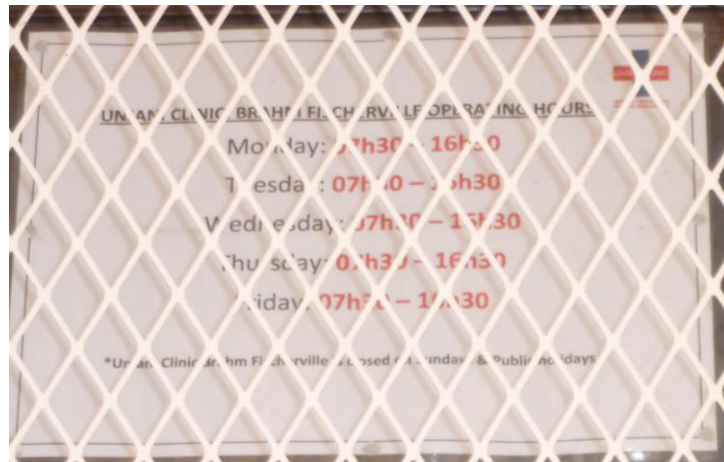
Soweto

- Soweto's Unjani clinic has been having difficulty keeping up with the patient volume
- They are not providing blood testing because they don't have a lab contract
- If patients come asking for the BT they are referred to the other clinics or hospital
- We were able to interview 1 waiting patient:

Unjani Clinic waiting patients interviews:

Patient 1- Female, 40's

- | | |
|--|---|
| 1 Do you always come to Unjani? | Yes. Before Unjani I used to go to the public clinic all the time |
| 2 Do you think you get better quality service at Unjani? | Defenitely better quality |
| 3 Do you think R100 is expensive/ cheap/ adequate? | It is cheap |
| 4 If it was R150 instead? | It will still be cheap |
| 5 If it was R70, would you come more often? | Probably |
| 6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy? | Always the clinic |
| 7 What other service would you like to see at Unjani? | immunization |



UNI-F-004-017-01
 Unjani Clinic feedback form
 Clinic name: _____

Age: <20 21-30 31-50 51-60 >60

Gender: M F

Waiting time: 5 min 15 min 30 min 45 min > 60 min

Service?: Poor < Average Average Good Excellent

Value for money?: Poor < Average Average Good Excellent

Quality of staff?: Poor < Average Average Good Excellent

Would you recommend your friends/family to Unjani Clinic? Yes No

Any suggestions or further comments

Soweto Public Clinic Visit

- Soweto Public Clinic sees approximately 120 chronic patients and 400 primary healthcare patients per day, including patients with Medical Aid
- Wait times are usually less than 2 hours – clinic is usually busier in mornings and empties out by the afternoon
- Majority of patients from Bram Fischerville → price and proximity is most important to patients
- Efficient operations – no long queue at pharmacy because primary care sisters dispense their own medications during treatment
- Nurses have not heard of Unjani

A photograph of a blue sign for the Itireleng Community Health Clinic. The sign is mounted on a wall and contains the following information:

ITIRELENG
Community Health Clinic

OPERATING TIMES
- MON – FRIDAY: 07:00 to 16:00
- SATURDAY. 07:00 to 13:00
- MOU: 24 HRS

CLINIC SERVICES

1. ACUTE CARE CHRONIC CARE
2. MOU / MATERNITY
3. ANC (ANTENATAL CARE) & PNC (POST NATAL CARE)
4. FAMILY PLANNING
5. EPI (IMMUNIZATION)
6. IMCI (INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESSES)
7. TB
8. MENTAL HEALTH
9. ARV SERVICE
10. HEALTH PROMOTION
11. SOCIAL SERVICE
12. YOUTH SERVICE
13. PMTCT (PREVENTION OF MOTHER TO CHILD TRANSMISSION OF HIV)
14. DISTRICT HEALTH SERVICE
15. SCHOOL HEALTH SERVICE
16. HOME AFFAIRS
17. HCT (HIV COUNSELLING & TESTING)
18. MMC (MEDICAL MALE CIRCUMCISION)
19. EMERGENCY & ACCIDENT SERVICE

Soweto Non-Patient Interview

Soweto Clinic Non-Patient Interviews	
Non-Patient 1	
Do you know of a private clinic in the area	No
If yes, how did you hear about it?	No
Have you been there?	No
How did you find it?	
If No, where do you go for medical care?	Pharmacy
What was your experience (attention and wait time.)	
What is most important to you?	Accepting Medical Aid
Would you pay for medical care?	Medical Aid
If yes, how much?	
What do you do for a living?	
Other notes	
Non-Patient 2	
Do you know of a private clinic in the area	Yes
If yes, how did you hear about it?	-
Have you been there?	No
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Dobsonville
	- 10 minute walk
	- 5.30am while the clinic opens at 8.30am
	- doctors and nurses are nice
What was your experience (attention and wait time.)	
What is most important to you?	Fast and friendly
Would you pay for medical care?	Yes
If yes, how much?	R150 - R200
What do you do for a living?	Sell furniture / fix mobile phone
Other notes	
Non-Patient 3	
Do you know of a private clinic in the area	Yes
If yes, how did you hear about it?	-
Have you been there?	No
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Dobsonville
	- 1km away
	- Nurses are nice but sometimes mean.
	- Need to wake up early morning
What was your experience (attention and wait time.)	
What is most important to you?	
Would you pay for medical care?	
If yes, how much?	
What do you do for a living?	
Other notes	

Soweto Non-Patient Interview

Soweto Clinic Non-Patient Interviews	
Non-Patient 4	
Do you know of a private clinic in the area	
If yes, how did you hear about it?	
Have you been there?	
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Dobsonville
What was your experience (attention and wait time.)	- Wait time is long, need to go early morning. - Medicine stockout, sometimes only get Panado.
What is most important to you?	
Would you pay for medical care?	
If yes, how much?	
What do you do for a living?	Unemployed
Other notes	New Clinic should have - Male circumcision - Enough medicine - Nice nurses
Non-Patient 5	
Do you know of a private clinic in the area	Yes - Know Unjani in particular
If yes, how did you hear about it?	-
Have you been there?	No - but know its R150
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Dobsonville
What was your experience (attention and wait time.)	- Nurses are nice - Wait time is not long - Medicine is good
What is most important to you?	
Would you pay for medical care?	
What do you do for a living?	Unemployed
Other notes	- She doesn't think we need another clinic in the area. - There is another clinic in phase 2.
Non-Patient 6	
Do you know of a private clinic in the area	Yes
If yes, how did you hear about it?	-
Have you been there?	No
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Dobsonville
What was your experience (attention and wait time.)	- Medicine stockout
What is most important to you?	Fast
Would you pay for medical care?	Yes
What do you do for a living?	
Other notes	- Think the private clinic is R300 currently. - Think that R80 to R120 would be a fair price. - Fisherville has no clinic and police station.

Soweto Non-Patient Interview

Soweto Clinic Non-Patient Interviews	
Non-Patient 7	
Do you know of a private clinic in the area	Yes - but did not know about Unjani
If yes, how did you hear about it?	-
Have you been there?	No
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Dobsonville
What was your experience (attention and wait time.)	- Nice nurses - Never Stockout - Need to go at 7.30am and gets home at 2-3pm
What is most important to you?	
Would you pay for medical care?	
If yes, how much?	
What do you do for a living?	
Other notes	- Private charges R200 but think that R150 is the fair price.
Non-Patient 8	
Do you know of a private clinic in the area	Yes - did not know about Unjani
If yes, how did you hear about it?	-
Have you been there?	Yes - but cannot afford everytime.
How did you find it?	
If No, where do you go for medical care?	Public Clinic - Chavela
What was your experience (attention and wait time.)	- Have to spend more than 3 hours - Nurses are generally nice but not all of them - Always have needed medicine
What is most important to you?	
Would you pay for medical care?	
If yes, how much?	
What do you do for a living?	Contract worker - water meter reading (no medical aid)
Other notes	- Private charging R250 is already fair. - Not enough doctor in the public hospital ==> Need to wait four months to be treated.
Non-Patient 9	
Do you know of a private clinic in the area	Yes - Tshepo - Themba (Clinix)
If yes, how did you hear about it?	-
Have you been there?	Yes - dialysis father
How did you find it?	Cozy but without medical aid, it is going to be R1000 - R2000 a visit
If No, where do you go for medical care?	Public Clinic - Midrand
What was your experience (attention and wait time.)	- Too many people
What is most important to you?	
Would you pay for medical care?	Yes - Normally pay for R250 private GP
If yes, how much?	R100 would be affordable to everyone
What do you do for a living?	Unemployed
Other notes	- She knows about Unjani

Soweto Non-Patient Interview

Soweto Clinic Non-Patient Interviews	
Non-Patient 10	
Do you know of a private clinic in the area	No
If yes, how did you hear about it?	-
Have you been there?	No
How did you find it?	-
If No, where do you go for medical care?	Public Clinic - Dobsonville
What was your experience (attention and wait time.)	- Nurses are friendly - 5am there and came back to 10am
What is most important to you?	
Would you pay for medical care?	
If yes, how much?	R100 would be affordable to everyone
What do you do for a living?	Petrol Dealer
Other notes	- Definitely we need another clinic in the area.
Non-Patient 11	
Do you know of a private clinic in the area	No
If yes, how did you hear about it?	-
Have you been there?	No
How did you find it?	-
If No, where do you go for medical care?	Public Clinic - Dobsonville
What was your experience (attention and wait time.)	- Early morning and have to come back in the afternoon. - Medicine stockout at times
What is most important to you?	
Would you pay for medical care?	
If yes, how much?	R50
What do you do for a living?	Unemployed
Other notes	

Orange Farm

- There are many public clinic in this community, and near by:
 - 1. Stretford (closest to Unjani, 1~2 km away)
 - 2. Extention 7 (~4km)
 - 3. Mbalenle (~4km)
 - 4. Barney Molokane (~4km)
 - 5. Extension 3
- Most of the residents at Orange Farm live from the government grant
 - Pensioner: R1200/month
 - Per child: @ R270/month
- There is a community hall very near the Unjani Clinic where they held community meetings and concerts ~2/month



Illustration of 8 principles of Batho Pele removed due to copyright restrictions.



Orange Farm Unjani Clinic Interview

- At Unjani Clinic we were able to interview a waiting patient:

Unjani Clinic waiting patients interviews:

Patient 1- Female, 30's

- 1 Do you always come to Unjani?
- 2 Do you think you get better quality service at Unjani?
- 3 Do you think R150 is expensive/ cheap/ adequate?
- 4 If it was R170 instead?
- 5 If it was R70, would you come more often?
- 6 What is your first reaction when you feel unwell? Do you go to a clinic or pharmacy?
- 7 What other service would you like to see at Unjani?

It is the first time in Unjani

I think I will get better quality service here

I think the price is reasonable

It is ok. Still much cheaper than private

Probably

First reaction would be to go to the public clinic

Vaccination.

I like the f/p since at the public clinic they don't do preg test

UNJANI CLINIC ORANGE FARM PRICING

Consult including medicines (Adults & children): R150	VCT tests: R100
Vitamin BCO: R30	Glucose test: R35
Family planning: R80	Dressings: R100
Pregnancy test: R20	Removing stiches: R50
Follow-up: R70	Switchering: R150
Glucose & cholesterol: R50	Follow-up consultation: R150
Eye testing: R50	BP check: R20

Referral: FOR FREE • Open Monday – Saturday

Ntombi Nzama: 083 895 9263

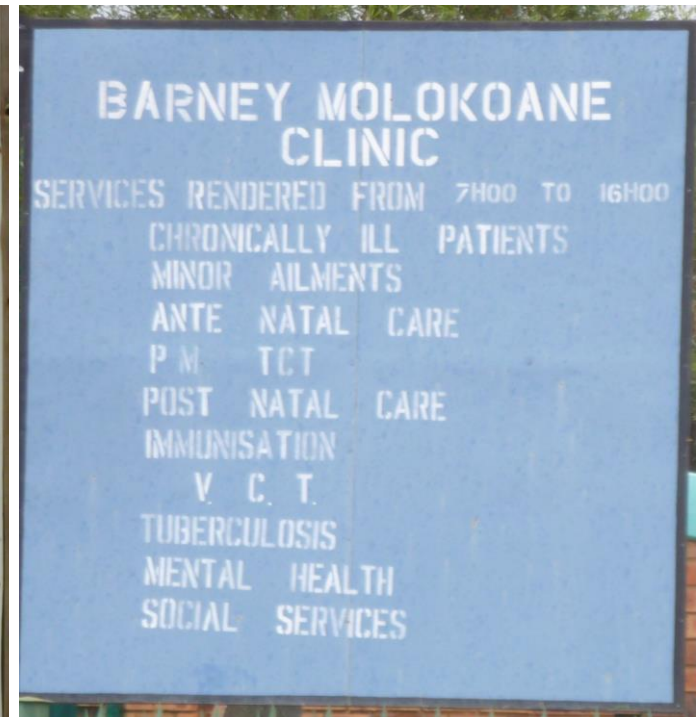
For all consultations please ensure that you receive a receipt from your payment.

PATIENTS RIGHTS CHARTER

RIGHTS	REGTE	DITOKELO TSA MOKUDI
Every Patient has the right to: <ol style="list-style-type: none"> A healthy and safe environment Participation in decision making Access to Health care and Palliative care Be treated by a named health care provider Confidentiality and privacy Informed consent Refusal of treatment Continuity of care Complain about unsatisfactory services Be referred for a second opinion Choose a particular health service Knowledge of one's Medical Aid Schemes 	Elke Pasiënt het die reg tot: <ol style="list-style-type: none"> 'n Gesonde en veilige omgewing Deelnemende besluitneming Toegang tot Palliatiewe sorg dienste Dienstlewering deur 'n geïdentifiseerde gesondheids Vertroulikheid en privaatheid Ingeligte besluitneming Weiering van behandeling Aaenlopende gesondheidsorg Klagtes oor disdienslewering Verwysing vir 'n tweede opinie Kies eie mediese dienste Kennis van eie Mediese Aids Schemes 	a) Tikoloho e hwekieng le e tshireletshileng b) Ho nka karolo ha o etswa digeto c) Jo fumantswa kalafu d) Tshebo bakeng sa bophelo ba hae le tsa kalafu e) Ho fana ka tshireletso le ho boloka sephiri f) Ho tsebiwa ka digeto le tsa kalafu g) Tokelo ya ho hana ho alafuwa h) Tswelopele ya kalafu i) Tshelbo bakeng sa tshabeletso ya tsa bophelo j) Ho fetsietswa ho ditshi tsa ding k) Ho kgetha tshabeletso ya kgetho ya hae l) Tsebo ka tsa ditshuso tsa ditelofu tsa bophelo (Medical Aid Scheme)
RESPONSIBILITIES <ol style="list-style-type: none"> To take care of his/her own health To care for and protect the environment To respect the rights of other patients and health workers To know his/her local health services and health providers To provide health care providers with the relevant and accurate information for diagnostic, treatment, rehabilitation or counselling purposes To advise the health care providers on his/her wishes with regard to his/her death To comply with the prescribed treatment and/or rehabilitation procedures To take care of health records in his/her possession To enquire about the related costs of treatment and to arrange for payment To utilise the health care system properly and not abuse it 	VERANTWOORDELTSHO <ol style="list-style-type: none"> Self verantwoordelikhed te neem vir sy/haar gesondheid Die omgewing te beskerm en te versorg Anders pasiënte en gesondheids werkers se regte te respekteer Ingelig te wees oor plaaslike gesondheidsdienste en verskaffers Korrekte en toepaslike inligting aan die gesondheids werker te verskaf om behandeling, diagnose, rehabilitasie en berading te kan toepas Gesondheids werkers in te lig aangaande wense en versoeke (i.v.m. afsterwe) Te voldoen aan die voorgeskrewe behandeling en/of rehabilitasie procedure Gesondheids records in sy/haar besit, veilig te bewaar Navraag te doen oor moontlike kostes van behandeling Om gesondheidsdienste oordeelkundig te gebruik en nie te misbruik nie. 	MOKUDI O MONGWE LE O MONGWE O NA LE MAIKARABELO A A LATELANG <ol style="list-style-type: none"> Go ikela thoko ka bophelo jwa gago Go eka thoko le go sireletsa tshelbo le o lang mo go lona Go thimpa ditshwanelo tsa molwetse le tsa badiri ba bophelo jo bo phepha Go itse ditirelo tsa bophelo le tsa badiri ba bophelo bo bo phepha Go thilalose tsa badiri ba bophelo ka kitso e netlgetheng e le gore re dire bothoko jo bo nepagetseng, ditshere tse di siameng, tshetsego le tsoseletso ka bothoko jwa gagwe Go eletsa badiri ba bophelo jo bo phepha ka maikaelelo kgotsa go baskanyetsa ka tsa lona le gago Go thola tshono ka ditshere tse o difilweng le tsoseletso ka bothoko jwa gago Go thikomela dibukana (pampheets) tse di amanang le tsa bophelo bag agoo Go bota le go thopisa ka ditelofu tsa bophelo jo bo phepha Go dirisa ditirelo tsa bophelo jo bo phepha sentle eseng go di senya

Orange Farm Public Clinic Visit

- First visited Stretford public clinic which were not willing to provide any interview, so we visited Barney Molokoane clinic



Orange Farm Public Clinic Visit

- Barney Molokoane clinic was much smaller than Stretford clinic, and when we arrived it was pretty crowded mostly young mothers with children
- At Barney we met the head nurse who provided us with the following information about the clinic:
- It is the oldest public clinic around the community
- Patient volume: 500~600 patients/day
- 9 primary health care, and 5 general nurses
- They come mostly during the morning
- Opening times:
 - 7:00~16:00 Mon-Fri
 - 7:00~13:00 Sat
- Most common diseases:
 - Upper respiratory track infection
 - Diarrhea
 - Malnutrition
- When asked where would she want most help from a private clinic, she answered pregnancy termination
- Stock out happens time to time, and she acknowledged that Unjani clinic could help with the medicine supply to patients who can afford to pay

Orange Farm Non-Patient Interview

Orange Farm Clinic Non-Patient Interviews	
Non-Patient 1	
Do you know of a private clinic in the area	Yes - R150 - Don't know the name
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension1
What was your experience (attention and wait time.)	- Nurses are not nice - 5am to 2pm - Stockout sometimes, need to go to Extension2
What is most important to you?	Price is the most important.
How much are you willing to pay for nurse-run clinic?	R150
What do you do for a living?	Unemployed
notes	
Non-Patient 2	
Do you know of a private clinic in the area	No
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension1
What was your experience (attention and wait time.)	- Need to spend R6 on taxi - Nurses are nice - 5am - 12pm - Stockout sometimes, have to go back the other day
What is most important to you?	Wait Time > Attention > Price
How much are you willing to pay for nurse-run clinic?	R50
What do you do for a living?	Unemployed
notes	
Non-Patient 3	
Do you know of a private clinic in the area	Yes - know Unjani
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension1
What was your experience (attention and wait time.)	- Nurses are nice - 5am - 1pm - Not going out to clinic a lot
What is most important to you?	Waiting Time
How much are you willing to pay for nurse-run clinic?	R150
What do you do for a living?	Vegetable Merchant
notes	Have been doing this for 7 years

Orange Farm Non-Patient Interview

Orange Farm Clinic Non-Patient Interviews	
Non-Patient 4	
Do you know of a private clinic in the area	No
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension1 and Extension2
What was your experience (attention and wait time.)	Extension1 - Not friendly Extension2 - Friendly No stockout in both clinic
What is most important to you?	Waiting Time
How much are you willing to pay for nurse-run clinic?	R150
What do you do for a living?	Vegetable Merchant
notes	Sick people should be given attention first instead of mothers and elders
Non-Patient 5	
Do you know of a private clinic in the area	No
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Unnamed - Public Clinic
What was your experience (attention and wait time.)	Never been there
What is most important to you?	Attention from the nurse
How much are you willing to pay for nurse-run clinic?	-
What do you do for a living?	Unemployed
notes	Don't want to pay if it's just a nurse.
Non-Patient 6	
Do you know of a private clinic in the area	No
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension7
What was your experience (attention and wait time.)	- 7am to 10am - Nurses are really nice
What is most important to you?	Attention from the nurse
How much are you willing to pay for nurse-run clinic?	R50
What do you do for a living?	Pensioner
notes	

Orange Farm Non-Patient Interview

Orange Farm Clinic Non-Patient Interviews	
Non-Patient 7	
Do you know of a private clinic in the area	No
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension2
What was your experience (attention and wait time.)	- Bad experience by having the tooth broken there - 4.30am - 9am - Taxi is R6 per trip
What is most important to you?	Waiting Time
How much are you willing to pay for nurse-run clinic?	R50
What do you do for a living?	Tailor
notes	
Non-Patient 8	
Do you know of a private clinic in the area	No
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension2
What was your experience (attention and wait time.)	- 6.30am - 10am - No stockout - Nurses are nice
What is most important to you?	Price is the most important
How much are you willing to pay for nurse-run clinic?	R100
What do you do for a living?	Unemployed
notes	

Orange Farm Non-Patient Interview

Orange Farm Clinic Non-Patient Interviews	
Non-Patient 9	
Do you know of a private clinic in the area	Yes - Normally go to private GP
Have you been there?	Yes
If Yes, how did you find it?	R180
If No, where do you go for medical care?	Extension2
What was your experience (attention and wait time.)	- 7am - 12pm - Nurses are nice
What is most important to you?	Attention is the most important
How much are you willing to pay for nurse-run clinic?	R90 - R100
What do you do for a living?	Computer Student
notes	
Non-Patient 10	
Do you know of a private clinic in the area	Yes - Know that its R150
Have you been there?	No
If Yes, how did you find it?	-
If No, where do you go for medical care?	Extension2
What was your experience (attention and wait time.)	- Good service but too slow - 6am - 11am - Sometimes stockout, need to buy from chemist
What is most important to you?	Attention is the most important
How much are you willing to pay for nurse-run clinic?	R150 - R200
What do you do for a living?	Unemployed
notes	

Kwaggafontein

- Recently moved because old location was sub-optimal (near a gas station, far from town center, and patients had to pay significant amounts to go to clinic)
- Located near a shopping center in center of community with stores indicating community has some income and willingness to pay
- Shopping center has strong traffic and is a good advertising opportunity
- Located near a public clinic within 500 meters, but public clinic is often overcrowded with significant waiting times
- A number of private GPs are located nearby
- Realized that patients needed a shady place to wait
- Interviews with community reveals that additional community marketing and awareness initiatives are needed
- Plans to do a wellness clinic with nearby Taxis to advertise new location
- Nurse plans on putting pamphlets to advertise at the public clinic
- Nurse plans to put stickers on nearby Taxis to advertise

Kwaggafontein Public Clinic

- Visited at 11:45am – clinic was extremely busy with long queues
- Interview with head nurse indicated that clinic sees approximately 100 patients per day
- Wednesdays are busy due to child health/vaccination programs
- Clinic has 17 nurses total – 2 assistants and 4 nurses work at a time
- Clinic is busiest in morning – typically wait times are 50 minutes to 1 hr according to the head nurse
- Clinic opens 24/7 running two shifts of workforce. In reality they stop accepting people in the afternoon and only do emergency cases.
- Clinic is often over-capacity, according to patients, with wait times over 2 hours
- Stockouts occur on a regular basis



Kwaggafontein Public clinic Patient Interview

Public Clinic waiting patients interviews:

Patient 1- Female patient, maybe in her 30's

- | | |
|--|----------------------------------|
| 1 How long have you been waiting today? | 15 minutes, normally around 5hrs |
| 2 Have you heard of the Unjani Clinic? | Never heard of it |
| 3 Would you be willing to pay if you had to wait less than 30 minutes? | Would probably pay |
| 4 would R100 be expensive? | Adequate price |
| 5 What about R130? | Ok price |
| 6 What is the most important? Quality? Price? Proximity? | Quality |

Patient 2- Male in his 30s

- | | |
|--|-------------------------------------|
| 1 How long have you been waiting today? | Just in, but normally around 2hours |
| 2 Have you heard of the Unjani Clinic? | Yes |
| 3 Would you be willing to pay if you had to wait less than 30 minutes? | Yes |
| 4 would R100 be expensive? | Affordable |
| 5 What about R130? | Sounds ok |
| 6 What is the most important? Quality? Price? Proximity? | Quality |

Patient 3- Female patient in her 50's

- | | |
|--|-----------------------------|
| 1 How long have you been waiting today? | 25minutes |
| 2 Have you heard of the Unjani Clinic? | No |
| 3 Would you be willing to pay if you had to wait less than 30 minutes? | Yes would be willing to pay |
| 4 would R100 be expensive? | Expensive |
| 5 What should be the price? | R90 |
| 6 What is the most important? Quality? Price? Proximity? | Quality |

Kwaggafontein Private GP Patients Interview

- While exploring the community area, we found in the commercial centre a private GP practice
- There was a long queue outside the office, so we interviewed a waiting patient:
- Private GP charges flat fee of R280 (medicine inclusive) and it accepts insurance.

Private GP waiting patients interviews:

Patient 1- Male patient, maybe in his 30's

- | | |
|--|---------------------------------------|
| 1 How long have you been waiting today? | around 1 hour, normally around 3~4hrs |
| 2 Have you heard of the Unjani Clinic? | No |
| 3 Would you be willing to pay if you had to wait less than 30 minutes? | Yes |
| 4 would R100 be expensive? | Cheap price |
| 5 What about R150? | Cheap price |
| 6 What is the most important? Quality? Price? Proximity? | Quality |



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