



**PAIA Manual**

**for**

**Intercare Hospitals**

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## 1. INTRODUCTION TO THE HOSPITALS

All the hospitals to which this Manual applies, are registered with the relevant Provincial Health Departments depending on the province in which they are located. The hospitals are operated in accordance with the requirements of the Health Act 63 of 1977 and other relevant national and provincial legislation. Health care services in respect of day, sub-acute and rehabilitation patients, as well as patients with specialized needs, are rendered at the various hospitals. The practitioners rendering health care services at the hospitals are registered at the Health Professions Council of SA (HPCSA) or the SA Nursing Council (SANC). These practitioners provide healthcare services within the scope and ambit of their registration, competence, and training at the hospital. They are bound by the Ethical Rules issued by the HPCSA or SANC, most notably the duty to preserve patient confidentiality, unless legislation or a court order provides otherwise. The hospital preserves patient confidentiality in accordance with the law.

## 2. HOSPITALS AND THEIR CONTACT DETAILS

This Manual is applicable to the following hospitals:

<b>Intercare Day Hospital Century City (Pty) Ltd</b>
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<b>Registration Number:</b>	2014/033777/07
<b>Head of the Hospital:</b>	Dr Hendrik Hanekom
<b>Physical Address:</b>	Building No 5, Central Park on Park Lane, Cnr Century Way & Park Lane, Grand Central Precinct, Century City, Cape Town, 7441
<b>Postal Address:</b>	P O Box 513, Century City
<b>Telephone Number:</b>	021 521 9000
<b>Email address:</b>	<a href="mailto:dayhospital.cc@intercare.co.za">dayhospital.cc@intercare.co.za</a>
<b>Website address:</b>	<a href="http://www.intercare.co.za">www.intercare.co.za</a>
<b>Information Officer:</b>	Lydia Labuschagne
<b>Deputy Information Officer:</b>	Rushana Isaacs
<b>Email address:</b>	<a href="mailto:informationofficer@intercare.co.za">informationofficer@intercare.co.za</a>

<b>Intercare Day Hospital Hazeldean (Pty) Ltd</b>
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**Registration Number:** 2009/005829/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** Hazeldean Office Park, Silver Lakes Road, Silver Lakes,  
Pretoria, 0081  
**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040  
**Telephone Number:** 012 880 0700  
**Email address:** [dayhospital.hz@intercare.co.za](mailto:dayhospital.hz@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Riëtte Swart  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Sub-acute Hospital Hazeldean (Pty) Ltd</b>
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**Registration Number:** 2007/012777/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** Hazeldean Office Park, Silver Lakes Road, Silver Lakes,  
Pretoria, 0081  
**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040  
**Telephone Number:** 012 880 0700  
**Email address:** [subacute.hz@intercare.co.za](mailto:subacute.hz@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Riëtte Swart  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

**Intercare Day Hospital Irene (Pty) Ltd**

**Registration Number:** 2009/018342/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** Southdowns Centre, Cnr John Vorster Drive & Karee Street, Irene, 0157  
**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040  
**Telephone Number:** 012 941 2600  
**Email address:** [dayhospital.ir@intercare.co.za](mailto:dayhospital.ir@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Riëtte Swart  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

**Intercare Sub-acute Hospital Irene (Pty) Ltd**

**Registration Number:** 2009/018295/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** Southdowns Centre, Cnr John Vorster Drive & Karee Street, Irene, 0157  
**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040  
**Telephone Number:** 012 941 2600  
**Email address:** [subacute.ir@intercare.co.za](mailto:subacute.ir@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Riëtte Swart  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

**Sandton Day Hospital (Pty) Ltd**

**Registration Number:** 2010/021552/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** 200 Rivonia Road, Morningside, Sandton, 2196  
**Postal Address:** P O Box 650604, Benmore, 2010  
**Telephone Number:** 010 880 1400  
**Email address:** [dayhospital.sn@intercare.co.za](mailto:dayhospital.sn@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Yashika Maharaj  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

**Sandton Sub-acute Hospital (Pty) Ltd**

**Registration Number:** 2015/231896/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** 200 Rivonia Road, Morningside, Sandton, 2196  
**Postal Address:** P O Box 650604, Benmore, 2010  
**Telephone Number:** 010 880 1400  
**Email address:** [subacute.sn@intercare.co.za](mailto:subacute.sn@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Yashika Maharaj  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Sub-acute Hospital Tyger Valley (Pty) Ltd</b>
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**Registration Number:** 2005/011066/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** 43 Old Oak Road, Tyger Valley, Bellville, 7530  
**Postal Address:** P O Box 3211, Tyger Valley, 7536  
**Telephone Number:** 021 943 9800  
**Email address:** [subacute.tv@intercare.co.za](mailto:subacute.tv@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** De Wet Herbst  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Medfem Hospital (Pty) Ltd</b>
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**Registration Number:** 1990/005671/07  
**Head of the Hospital:** Dr Hendrik Hanekom  
**Physical Address:** Cnr Nursery Lane & Peter Place, Bryanston, 2021  
**Postal Address:** P O Box 2263, Cramerview, 2060  
**Telephone Number:** 011 463 2244  
**Email address:** [medfem@intercare.co.za](mailto:medfem@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Lydia Labuschagne  
**Deputy Information Officer:** Yashika Maharaj  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

### 3. GUIDE OF THE INFORMATION REGULATOR

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”), to assist persons wishing to exercise their rights in terms of this Act. This Guide contains, amongst others, the following information:

- The purpose of PAIA;
- The manner, form and costs of a request for access to information held by a body;
- Legal remedies when access to information is denied;
- Assistance that the Information Regulator can provide;
- Mechanisms to obtain the contact details of Information Officers; and
- Relevant legislation.

The Guide is available in all the official languages on the website (<https://www.justice.gov.za/infoereg/>) of the Information Regulator or can be obtained from the Information Regulator at:

**Physical address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal address:** P O Box 31533, Braamfontein, Johannesburg, 2017

**Email address:** [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za)

The Guide can also be obtained upon request from the Information Officer of a hospital. A copy of the Guide is available for public inspection during normal office hours at the various hospitals.

### 4. RECORDS HELD BY THE HOSPITAL

The Hospitals hold the following categories of records:

#### 4.1 Records relating to the establishment of the hospitals:

Documents related to the establishment of the hospitals, their incorporation, their directors and shareholders as required in terms of the Companies Act 71 of 2008; shareholders’ agreements; other statutory records; governance documents (e.g., hospital policies, minutes of meetings); hospital licences and other related documents.



**4.2 Employment records:**

Employment contracts; statutory council registration and related records; conditions of employment and workplace policies; salary registers; relevant tax records; leave records; essential services' permits and correspondence.

**4.3 Patient records:**

Medical records; patient forms; payment-related records and correspondence.

**4.4 Referral records:**

Referral notes and reports.

**4.5 Clinical trial / research studies records:**

Records related to clinical trials / research studies.

**4.6 Health and safety records:**

Evacuation plan; health and safety incident reports.

**4.7 Financial records:**

Financial statements; auditors' reports; accounting records; bank statements; invoices, statements and receipts; remittance advices; VAT records; tax returns and related documentation.

**4.8 Records related to assets:**

Asset registers; purchase records; financing and lease agreements; sale and purchase agreements; registers and records kept in terms of the Medicines and Related Substances Act 101 of 1965; stock sheets; delivery notes and orders.

**4.9 Agreements:**

Agreements and related documentation with service providers, contractors, consultants, suppliers, vendors, medical schemes, locums and professional assistants; agreements and documents related to clinical trials.

**4.10 Records relating to legal matters:**

Complaints, legal documents and legal opinions.

**4.11 Public and private body (e.g., regulators and medical schemes) records:**

Official documents published; benefit schedules and correspondence.

**4.12 Insurance records (including professional indemnity cover):**

Policies, cover, claims and related records.

**5. INFORMATION AVAILABLE IN TERMS OF LEGISLATION**

The hospitals hold records as may be required in terms of the legislation specified in the table below subject to the specific protection offered by these laws.

<b>Applicable Legislation</b>	<b>Category of Records</b>
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Children's Act 38 of 2005	Consent forms
Companies Act 71 of 2008	Memorandum of Incorporation / Articles of Association and other statutory records
Consumer Protection Act 68 of 2008 and Medical Schemes Act 131 of 1998	Invoices related medical treatment provided
Disaster Management Act 57 of 2002	COVID-19 screening records
Electronic Communications and Transaction Act 25 of 2002	Proof of electronic transactions (Data messages)
Employment Equity Act 55 of 1998	Employment equity reports
Health Act 63 of 1977, with specific reference to the following Regulations: <ul style="list-style-type: none"> <li>Regulations governing private health establishments, Provincial Notice 702 of 2015 of 27 February 2015 (Gauteng); and</li> <li>Regulations governing private hospitals and unattached operating theatre units, Government Notice R158 of 1 February 1980</li> </ul>	Licensing documents
Health Professions Act 56 of 1974 and Nursing Act 33 of 2015	Proof of registration of healthcare practitioners

Applicable Legislation	Category of Records
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax-related information of directors, employees and the companies
Medicines and Related Substances Act 101 of 1965	Records related to prescriptions and orders of medicine
National Health Act 61 of 2003	Medical records and consent documents, where necessary
Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents; ergonomics records; claims and records related to treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information, including a record-keeping policy
Road Accident Fund Act 56 of 1996	Records and invoices related to treatment of injuries sustained in road accidents
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies and skills development reports
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

## 6. RECORDS AUTOMATICALLY AVAILABLE

The information on the website is automatically available without having to request access by completing Form 2. Access and usage of the information on the website are subject to the Website Terms and Conditions as well as the Privacy Policy of Intercare.

## 7. PURPOSE OF PROCESSING PERSONAL INFORMATION

The Hospitals process personal information of data subjects for the following purposes:

- 7.1 to conduct and manage the Hospitals in accordance with the law, including the administration of the Hospitals and claiming and collecting payment for services rendered from relevant funders, patients and/or responsible persons / entities;
- 7.2 for treatment and care of patients;
- 7.3 for communication purposes;
- 7.4 for the maintenance of Hospital and patient records;
- 7.5 for employment and related matters of practitioners;
- 7.6 for reporting to persons and bodies, including referring practitioners, as required and authorised in terms of the law or by the data subjects;
- 7.7 for historical, statistical and research purposes;
- 7.8 for clinical trials / research studies;
- 7.9 for procurement;
- 7.10 for enforcement of the Hospital's rights; and/or
- 7.11 for any other lawful purpose related to the activities of the Hospital.

## 8. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF INFORMATION

The Hospitals hold the personal information in respect of the categories of data subjects specified below as may be relevant in the circumstances. The potential recipients of this information are also specified. Information and records are only disclosed to recipients as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

### 8.1 Practitioners

#### ***Categories of personal information:***

Full names and surnames; titles; contact details; addresses; identity numbers; race; gender; nationality; qualifications; registered professions and categories of registration; HPCSA registration numbers; employment related information; Curriculum Vitae ("CVs") and information included therein; references; relevant health information; health and safety-related incidents; records created in the performance of their duties; leave records; remuneration; employment benefits; absenteeism information; bank details; tax numbers and related tax

information; next-of-kin details and correspondence.

***Potential recipients:***

Other practitioners; South African Revenue Service (“SARS”); relevant statutory and other public bodies (e.g., Board of Healthcare Funders of SA [“BHF”]); funders; relevant service providers, contractors and suppliers; patients; banks; professional societies; bodies performing peer review; hospitals; members of the public (through the website and booking platforms); legal and professional advisers; insurers; law enforcement structures; auditors; executors of estates; and potential purchaser of Hospital.

8.2 Job Applicants

***Categories of personal information:***

Names and surnames; titles; CVs and information included therein; contact details; addresses; identity numbers; race; gender; nationality; qualifications; registered professions and categories of registration; statutory council registration numbers; employment history and related information; relevant health information; interview notes; references and correspondence.

***Potential Recipients:***

Practitioners; relevant service providers, contractors and suppliers; legal and professional advisers; auditors; law enforcement structures; and potential purchaser of Hospital.

8.3 Patients

***Categories of personal information:***

Names and surnames; titles; contact details; addresses; identity numbers / dates of birth; passport numbers; gender; nationality; employers and their contact details; medical history; health information, including diagnoses and procedures performed; COVID-19 screening information; referral notes; clinical trial / research study participation information; adverse events; next-of-kin / guarantors / authorised persons’ details; amounts due for services rendered; and correspondence.

***Potential recipients:***

Treating and referring practitioners; relevant service providers, contractors and suppliers; relevant statutory and other public bodies; funders (e.g., medical schemes, the Compensation Commissioner, the Road Accident Fund); hospitals; legal and professional advisers; auditors;

executors of estates; next-of-kin / guarantors / authorised persons; debt collectors; attorneys; law enforcement structures; and potential purchaser of Hospital.

#### 8.4 Referring Practitioners

***Categories of personal information:***

Names and surnames; titles; contact details; addresses; practice code numbers; registered professions; and correspondence.

***Potential recipients:***

Practitioners; relevant service providers, contractors and suppliers; relevant statutory and other public bodies; funders; auditors; law enforcement structures; legal and professional advisers; and potential purchaser of Hospital.

#### 8.5 Hospitals / Health Care Facilities

***Categories of personal information:***

Names; contact details; relevant employees' / office bearers' / contact persons' details; website addresses; practice code numbers; hospital/facility privilege-related information and correspondence.

***Potential recipients:***

Practitioners; relevant service providers, contractors and suppliers; auditors; legal and professional advisers; and potential purchaser of Hospital.

#### 8.6 Service Providers, Contractors, Vendors and Suppliers

***Categories of personal information:***

Names and surnames; titles; organisation names and details; relevant employees' / office bearers' / contact persons' details; contact details; addresses; website addresses; opinions; correspondence; COVID-19 screening information (visitors); market information; price structures; financial arrangements and VAT numbers.

***Potential recipients:***

Practitioners; relevant service providers, contractors and suppliers; banks; auditors; legal and professional advisers; law enforcement structures and potential purchaser of Hospital.

## 8.7 Insurers

### ***Categories of personal information:***

Names and contact details; premiums; benefits and correspondence.

### ***Potential recipients:***

Practitioners; relevant service providers, contractors and suppliers; auditors; legal and professional advisers; relevant public bodies; law enforcement structures and potential purchaser of the Hospital.

## 8.8 Public and private bodies and other persons

### ***Categories of personal information:***

Names; contact details; relevant employees' / office bearers' / contact persons' details; fee / benefit structures; rules; information published in the public domain (e.g., benefit schedules, policies); payment-related information (e.g., invoices, remittances, statements); other business-related information VAT numbers; COVID-19 screening information of visitors; and correspondence.

### ***Potential recipients:***

Practitioners; relevant service providers, contractors and suppliers; legal and professional advisers; patients; debt collectors; auditors; public; relevant public and private bodies; law enforcement structures and potential purchaser of the Hospital.

## **9. PERSONAL INFORMATION SENT ACROSS THE BORDERS OF THE REPUBLIC OF SOUTH AFRICA**

The Hospitals are not planning to send any other personal information about any data subject to any other third party in a foreign country. Should this be required, relevant data subject consent will be obtained, if required, unless the information may be lawfully transferred across the borders. Transfers of such information will occur in accordance with the requirements of the law.

## **10. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION**

The Hospitals are committed to ensuring the security of the personal information in their possession or under their control in order to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. They continually review and update their information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best hospitals. The measures they adopt to ensure the security of personal information, includes technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, the securing of record storage areas; access control to records; and off-site data back-ups. In addition, only those practitioners and employees that require access to the information to treat patients and discharge their functions are permitted access to the relevant information and only if they have concluded agreements with or provided undertakings to the hospitals requiring them to implement appropriate security measures and to maintain the confidentiality of the information. Service providers, suppliers and vendors are required to adhere to the strict policies and processes implemented by the hospitals and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

## **11. PROCEDURE TO OBTAIN ACCESS TO RECORDS OR INFORMATION**

The fact that information and records are held by the Hospitals as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form (Form 2), which is available from reception or the Information Officer of the Hospitals and the Information Regulator at the contact details stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records



or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

## **12. FEES PAYABLE TO OBTAIN THE REQUESTED RECORDS OR INFORMATION**

Fees may be charged for requesting and accessing information and records held by the Hospital. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from reception or the Information Officer. The fees are also available from the Information Regulator

## **13. AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available for inspection, free of charge, at the Hospitals and on the website. A copy of the Manual may also be requested from the Information Officer against payment of a fee as may be advised.