



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# **Guideline for the Establishment of District Health Management Office**

# DISTRICT HEALTH SERVICE PACKAGE

## 1. PRIMARY HEALTH CARE PACKAGE

### 1.1 HEALTH PROMOTION AND DISEASE PREVENTION

#### COMMUNITY BASED SERVICES

##### **Promotion of Healthy Lifestyles**

- Provision of information on healthy lifestyles
- Provision of information on the consequences of risky sexual behaviour, tobacco use and substance abuse
- Community campaigns promoting healthy behaviours, including physical activities
- Provision of information on safe food preparation, storage and handling, including hand washing
- Provision of information on healthy diets, food choices, eating behaviours and health risks associated with poor diets
- Referral of patients with signs of malnutrition

##### **Maternal and women's Health**

- Facilitate access to social grants, health and social services
- Facilitate access to key services e.g. ANC, HIV and TB screening and care in pregnancy, contraception and family planning, TOP and cervical screening
- Assistance with registration of births and deaths
- Support for postnatal care and breast feeding

##### **Child Health**

- Ensure that all children have a Road to Health Booklet and that caregivers are aware of the uses the card
- Facilitate access to social grants, health and social services
- Facilitate access to key services e.g.,: immunisation, growth and development monitoring, Vitamin A supplementation and deworming .

- Screening of learners for health barriers to learning
- Provide information on symptoms of common childhood illnesses, including diarrhoea and pneumonia and basic management of these illnesses for example preparation of ORS.

#### **Chronic disease management**

- Adherence support to patients with chronic diseases

#### **Occupational health**

- Ensure the workplaces are safe and promote health
- Promote the establishment of workplace wellness programmes
- Recognise and referrals for work related injuries and diseases

#### **Oral Health**

- Provision of information and education on oral health

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## **HEALTH FACILITIES**

### **Promotion of Healthy Lifestyles**

- Provision of information on healthy lifestyles: consequences of risky sexual behaviour, tobacco use and substance abuse; healthy diets, food choices, eating behaviours and health risks associated with poor diets; and physical activity
- Provision of information on safe food preparation, storage and handling, including hand washing

### **Maternal Health**

- Information on nutrition and maintenance of a healthy diet throughout pregnancy
- Pre-natal supplementation
- Information and preparation for birth, newborn care, breast feeding, and emergency preparedness
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- Tetanus immunisation
- Assistance with registration of births and deaths
- Post-partum family planning advice and provision of contraceptives

### **Child Health**

- Use of the Road to Health Booklet as the child's passport to health
- Expanded immunisation programme
- Information on infant and young child feeding practices
- Screening and monitoring of newborns for development impairment and genetic disorders
- Routine growth monitoring)
- Screening and monitoring for early childhood developmental delay and impairment
- Screening and monitoring for sensory development (hearing and vision)
- Referral to appropriate facility if necessary
- Referral to specialised education centres if necessary

### **Communicable and Non-communicable diseases**

- Provision of information on the prevention of communicable and non-communicable diseases

## **HEALTH FACILITIES**

- Information on early treatment seeking behaviour
- Screening for hypertension and diabetes
- HIV counselling and testing (HCT) and Provider-initiated counselling and testing (PICT)
- Screening and testing for tuberculosis
- Weight monitoring/screening (obesity and underweight)
- Screening for cancer (pap smear, breast examination of mammogram, prostate specific antigen)
- Chemo-prophylaxis for selected diseases e.g. malaria

### **Mental health**

- Screening for common mental health problems including: trauma, abuse, depression, anxiety, substance/ alcohol abuse

### **Oral Health**

- Provision of information and education on oral health and promotion of good oral hygiene

### **Eye Health**

- Screening for refractive error, eye disease, external ocular infections, presbyopia and trauma to the eye
- Screening for major ocular diseases

### **Occupational Health**

- Provision of information on the promotion of occupational health
- Provision of information on specific occupational health problems

## 1.2 TREATMENT, CARE and SUPPORT

### COMMUNITY BASED SERVICES

#### **Acute Care**

- Identification, support and management of common health problems
- Referral for further treatment where necessary

#### **Communicable and Non-communicable Diseases**

- Identification, support and management of common health problems
- Information on the recognition of severe illness
- Psychosocial support
- Provision of an integrated approach to adherence support for patients on chronic medication
- Refer and facilitate access to treatment where necessary
- Provision of information, education and support for appropriate home care
- Referral for further treatment where necessary

#### **Violence and Injuries**

- Identification and first aid management of common injuries
- Facilitated access to sexual assault services
- Psychosocial support and post-trauma counselling

#### **Mental Health and Substance Abuse**

- Identification and referral to mental health services
- Provision of basic counselling for people requiring psychosocial support
- Adherence support for patients on medication for psychiatric conditions

#### **Eye Health**

- Support in accessing / using eye health related care/services
- Follow up for patients with vision, eye health problems, or suspected eye health problems

## **COMMUNITY BASED SERVICES**

- Facilitate access to rehabilitation and low vision care

### **Oral Health**

- Identification of need for curative treatment and referral to oral health services

### **Rehabilitation**

- Identification of disabilities and people needing services and support
- Education and advice on independent living and participation in activities of livelihood and social integration
- Referral and facilitated access to health and social services
- Facilitated access to medical consumables and assistive devices
- Follow up and support for rehabilitative patients at home
- Psychosocial support

### **Palliative**

- Palliative care to control distressing symptoms
- Back-referral to hospital for management of an acute reversible event
- Referral to sub-acute care facility for management of distressing symptoms or family respite
- Information with regard to self-care, family care and palliative care
- Psychosocial services

## **HEALTH FACILITIES**

### **Sexual and reproductive health**

- Provision of information and education on sexual and reproductive health
- Provision of the full range of contraceptive methods

### **Antenatal care and deliveries**

- Provision of basic antenatal care
- Referral for delivery or provision of delivery services in designated CHCs

### **Acute Care**

**Minor ailments:**

## **HEALTH FACILITIES**

- Diagnosis of minor ailments and illnesses
- Treatment and management of minor ailments and illnesses based on facility and provider competency, including integrated management of childhood illnesses
- Referral to nearest appropriate and adequately equipped facility if further investigation and/or admission needed
- Referral to specialist or higher level of care if needed
- Advice on prognosis and medication

### **Emergency Care**

- Immediate stabilisation of medical emergency
- Treatment of burns and simple injuries
- Preparation for urgent referral of serious trauma
- Referral and transport to nearest appropriate and adequately equipped facility for treatment of severe trauma
- **CHC should provide in addition to the above:**
  - Management of acute psychiatric cases and referral
  - Care of trauma of limbs (excluding fractures)
  - Care of medical conditions which can be stabilised within 24 hours
  - Immediate management of emergencies
    - Basic emergency obstetric care
    - Respiratory / cardiac emergencies
    - Diabetic emergencies
    - Allergic emergencies
    - Suspected poisoning
    - Trauma
    - Bleeding

### **Communicable and Non-communicable Diseases**

- Screening and assessment of risk factors and co-morbidities
- Diagnosis of communicable and non-communicable diseases
- Initiation of treatment
- Management of complications
- Follow up and monitoring of treatment adherence

### **Violence and Injuries**

- Management of trauma patients



## **HEALTH FACILITIES**

- Post sexual assault services, including post exposure prophylaxis for HIV, emergency contraception
- Psychosocial support, post trauma counselling

### **Mental Health and Substance Abuse**

- Screening, diagnosis and treatment
- Individual, group and family therapy
- Referrals and facilitated access to higher levels of mental health services when needed

### **Eye Health**

- Refraction services
- Provision of spectacles and/or low vision devices to those in need.
- Treatment of eye disease and trauma
- Follow up care after diagnosis and/or ocular surgery
- Referral to appropriate eye services

### **Oral Health**

- Basic curative services, including relief of pain and infection control
- First aid for dento-alveolar trauma
- Palliative drug therapy for acute oral infections
- **Dental treatment (CHCs)**
- Referral of complicated cases to the nearest hospital

### **Rehabilitation**

- Screening, assessment and early detection
- Rehabilitation management plans
- Basic assistive devices, including wheelchairs, walking aids, hearing aids, prostheses
- Mobility and orientation training for blind children
- Counselling and/or education (psychosocial rehabilitation)
- Referral for further care when necessary

### **Palliative**

- Identification of patients requiring palliative care
- Individualised palliative care management plan
- Provision of palliative care according to the care plan

### **HEALTH FACILITIES**

- Provision of information on healthy living environments
- Provision of proper sanitation in health facilities
- Provision of clean water in health facilities Monitoring of food handling practices in health facilities
- Ensure proper ventilation of health facilities for airborne infection control

### **HEALTH FACILITIES**

- Referrals for symptom management
- Referrals to palliative care specialist
- Referrals for counselling for emotional support, spiritual or bereavement care
- Information & education to patient and family
- Referrals to home-based and community based palliative care services

## **2.3 ENVIRONMENTAL HEALTH SERVICES**

### **COMMUNITY BASED SERVICES**

- Provision of information and education on healthy living environments , including good hygiene practices
- Provision of
- Information on water purification and the dangers of unsafe water use
- Information on safe food handling practices at household level
- Information on environmentally sound and safe management of waste at household level
- Information on the safe handling and disposal of hazardous substances at trade and household level

# DISTRICT HOSPITAL SERVICE PACKAGE

## HEALTH PROMOTION

### **a. Nutrition**

- Information on nutrition, healthy diets and health risks associated with poor diets
- Information on the control and prevention of diarrhoeal disease
- Information on the prevention of malnutrition (underweight, obesity)
- Supplementation for malnutrition where appropriate
- Treatment or referral for cases of malnutrition

### **b. Healthy Lifestyle**

- Information and support on sustaining a healthy lifestyle
- Information on tobacco control and substance abuse

### **c. Maternal Health**

- Information on nutrition and maintenance of a healthy diet throughout pregnancy
- Diagnosis of pregnancy
- Pre-natal supplementation
- Education and counselling on preparation for childbirth, newborn & child care, breast feeding, and emergency preparedness
- Basic antenatal services throughout pregnancy
- Laboratory antenatal tests
- Booking for delivery (including high-risk pregnancies)
- Tetanus immunisation
- Delivery of uncomplicated and complicated pregnancies (including breech delivery and vaginal delivery after previous Caesarean section)
- Management of obstetric emergencies (e.g. eclampsia, multiple pregnancy, cord prolapse etc.)
- Surgical procedures including Caesarean section and referral where appropriate, D&C, laparotomy for ectopic pregnancy and ovarian torsion, endometrial biopsy etc.
- Assistance with registration of births and deaths
- Clinical observation after birth
- Postnatal care
- Postnatal family planning advice and provision of contraceptives

**d. Child Health**

- Advice, information and assistance for mothers on breast feeding, weaning and active feeding
- Advice, information and assistance on safe feeding options and appropriate age-group feeding practices.
- Delivery and care of low birth weight babies and referral where necessary
- Screening and monitoring of newborns for development impairment and genetic disorders
- Routine growth monitoring (“Road to Health” chart)
- Screening and monitoring for early childhood developmental delay and impairment
- Screening and monitoring for sensory development (hearing and vision)
- Treatment of moderate cases of malnutrition in children or referral where necessary
- Referral to specialised education centres if necessary

**e. Occupational Health**

- Information on the promotion of occupational health
- Information on specific occupational health problems

**f. Oral Health**

- Information and education on oral health

# DISEASE PREVENTION

## ***g. Maternal Health***

- Diagnostic radiology to establish period of gestation, congenital disorders, placental abnormalities, management of intra-uterine growth restriction etc.
- Screening for common genetic conditions and appropriate referral
- Screening for common risk factors e.g. gestational diabetes
- Identification of potential risky pregnancies e.g. pre-eclampsia, cephalo-pelvic disproportion etc.
- HIV counselling and testing
- Genetic counselling where appropriate
- Screening for domestic violence, mental health conditions and alcohol abuse
- Psychosocial counselling
- Referral for further treatment where appropriate

## ***h. Child Health***

- Examination of all newborns for congenital disorders
- Follow-up of high-risk babies
- Immunisation against vaccine preventable diseases
- Screening for common genetic disorders
- Screening for genetic metabolic and childhood cancers
- Screening for symptoms of child abuse and neglect
- Screening for eye diseases, vision problems and other abnormalities or danger signs
- Prophylaxis for neonatal conjunctivitis
- Nutritional support
- Vitamin and mineral supplementation
- De-worming
- Provision of ARVs for Prevention of Mother to Child Transmission (PMTCT)
- Treatment of opportunistic diseases
- Oral health checks and information
- Psychosocial support
- Referral for further treatment where appropriate

## ***i. Sexual and Reproductive Health***

- Clinical examination
- Family planning advice and provision of contraceptives / emergency contraception
- Screening and treatment of STIs

- HIV counselling and testing
- Cervical and breast cancer screening and diagnosis
- Male and female sterilisation
- Male medical circumcision in accredited facilities
- Investigation and provision of non-invasive management of infertility and referral for specialist investigations
- Referral if necessary

#### ***j. Communicable and Non-communicable diseases***

- Information on the prevention of communicable and non-communicable diseases
- Information on early treatment seeking behaviour
- Screening for hypertension and diabetes if risk factors present
- Screening for tuberculosis
- Blood pressure screening
- Blood sugar monitoring
- Weight monitoring/screening (obesity and underweight)
- Screening for cancer (pap smear, breast examination or mammogram, prostate specific antigen)
- HIV counselling and testing (HCT) and Provider-initiated counselling and testing (PICT)
- Chemo-prophylaxis for selected diseases e.g. malaria
- Psychosocial support

#### ***k. Violence and Injuries***

- Information on the prevention of violence and injuries
- Screening for domestic violence and abuse
- Counselling, advice and management of gender violence, sexual abuse, and rape victims
- Referrals for treatment and medico legal services where necessary
- Psychosocial support

#### ***l. Mental Health and Substance Abuse***

- Information on tobacco control, alcohol and other substance abuse
- Screening for common mental health problems: trauma, abuse, depression, anxiety, substance/ alcohol abuse
- Screening of children for signs of neglect, maladaptive emotions/behaviour
- Screening of pregnant women for mental health conditions and alcohol abuse

- Screening for mental health problems in older persons e.g. Alzheimer's diseases
- Referral and facilitated access to mental health services

### ***m. Eye Health***

- Screening for refractive error, eye disease, external ocular infections, presbyopia and trauma to the eye
- Screening for major ocular diseases
- Screening for congenital cataract
- Fundal examination of all diabetic patients
- Referral to appropriate eye services

### ***n. Occupational Health***

- Medical Assessments - Pre-employment, periodic, return to work and exit medicals

### ***o. Oral Health***

- Oral Health Education & Preventive measures
- Oral examination and bitewing radiographs
- Cleaning of teeth
- Oral Health Tooth Brushing Programmes (fluoridated toothpaste)
- Fissure Sealant application
- Pain relief
- Referral to appropriate facility if necessary

# TREATMENT, CARE and SUPPORT

## *p. Acute Care*

### Minor ailments

- Diagnosis, treatment and management of minor ailments and illnesses
- Advice on prognosis and medication
- Referral to specialist or higher level of care if needed

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## Emergency Care

- Initial assessment and immediate stabilisation
- Transfer of children under 3 months of age with acute emergencies to higher level of care
- Immediate management of emergencies
  - Burns and simple injuries
  - Care of trauma of limbs
  - Basic emergency obstetric care
  - Respiratory / cardiac emergencies
  - Diabetic emergencies
  - Allergic emergencies
  - Suspected poisoning
  - Trauma
  - Fractures
  - Bleeding
- Management of acute psychiatric cases and referral
- Surgical procedures (excluding children under the age of 3 years) including but not limited to:
  - Head (debridement and closure of open head injuries, tracheostomy, drainage of abscesses causing airway obstruction)
  - Chest (tube drainage of chest, pericardiocentesis, thoracotomy for stabbed heart)
  - Abdomen (diagnostic peritoneal lavage, paracentesis, management of torsion of the testes, laparotomy for appendicitis)
  - Limbs (conservative management of fractures & joint dislocations, debridement of compound fractures, skeletal traction)
  - Skin (debridement and suture of all types of skin lacerations)
  - Eyes (removal of foreign body from conjunctiva and cornea)
- Preparation for referral of paediatric emergency surgeries
- Ultrasound, X-Rays and simple contrast studies
- Emergency laboratory tests (basic biochemical tests, haemoglobin, etc.)
- Emergency cross-match and supply of blood and blood products
- Referral and transport to higher level of care when required

## q. *Non-emergency Surgical Services*

- Minor surgery (excluding children under the age of 3 years) including but not limited to:

- Circumcision
- Biopsy of lumps and other lesions
- Exision of lumps
- Secondary closure of wounds
- Cautery/cryotherapy of warts and skin lesions
- Major surgery (excluding children under the age of 3 years) including but not limited to:
  - General surgery (appendectomy, amputation, skin grafts, umbilical hernia repair, vasectomy)
  - Orthopaedics (drainage of acute osteomyelitis, clubfoot plasters)
- General anaesthesia, local anaesthesia (including spinal analgesia) and ketamine anaesthesia
- Post-operative care, including analgesia, activity, diet, etc.

#### ***r. Communicable and Non-communicable Diseases***

- Diagnosis of communicable and non-communicable diseases including the following:
  - Cardiovascular conditions/ cardiology
  - Dermatological conditions:
  - Gastroenterological conditions
  - Haematological conditions
  - Infectious conditions
  - Dyslipidaemic conditions/ lipidology
  - Renal conditions/ nephrology
  - Neurological conditions/ neurology
  - Malignant conditions/ oncology
  - Respiratory conditions/ pulmonology
  - Musculoskeletal conditions/ rheumatology
- Initiation of early treatment
- Screening and assessment of risk factors and co-morbidities
- Screening and management of complications
- Follow up and monitoring of treatment adherence
- Interpretation of common laboratory and X-ray results
- Specialised geriatric care – including foot care
- Referral to higher level of care when required

#### ***s. Violence and Injuries***

- Diagnosis and management of trauma patients

- Diagnosis and management of physical, emotional and sexual abuse
- Post sexual assault services
- HIV testing
- Emergency contraception
- STI prophylaxis
- Psychosocial support, post trauma counselling and referral
- Referral to appropriate higher level of care when required
- Referral and facilitated access to medico legal services for consultation

#### **t. *Mental Health and Substance Abuse***

- Identification of patients in need of mental health and substance abuse care
- Triage by psychiatric nurse or more specialised staff
- Management plans for treatment
- Management of substance withdrawal and delirium
- Admission and treatment of psychiatric patients
- Admission of involuntary psychiatric patients for 72-hour assessment period
- Admission, observation and initial treatment of patients with severe depression and potential suicide risk
- Information on mental health and mental illness for patients, relatives and the community
- Education for patients and supporters on how to recognise predisposing factors and conditions to prevent relapse
- Post-rape (and other post-trauma) counselling with appropriate medical follow-up
- Referral to appropriate higher level of care when required

#### **u. *Eye Health***

- Refraction services
- Provision of spectacles and/or low vision devices
- Treatment of eye disease and trauma
- Uncomplicated cataract surgery
- Follow up care after diagnosis and/or ocular surgery
- Referral to appropriate higher level services where necessary

#### **v. *Occupational Health***

- Diagnosis and treatment of occupational-related diseases

### **w. Oral Health**

- Basic curative services, including relief of pain and infection control
- First aid for dento-alveolar trauma
- Treatment of oral infections and other soft tissue conditions
- Emergency relief of pain and sepsis
- Dental treatment
  - Extraction of teeth under local anaesthesia
  - Simple fillings of 1-3 tooth surfaces (including atraumatic restorative treatment)
  - Treatment of post extraction complications
  - Drainage of localised oral abscesses
  - Endodontic treatment
- Referral to appropriate higher level services where necessary

### **x. Termination of Pregnancy**

- Early detection of pregnancy, counselling and referral to accredited centre
- Medical and surgical termination of pregnancy (TOP) in designated facility
- HIV counselling and testing

### **y. Rehabilitation**

- Screening, assessment and early detection of impairment
- Rehabilitation management programmes (ward and out-patient)
- Rehabilitation Team operating as an outreach team (to selected Clinics, CHCs and CDCs)
- Hospital based occupational therapy projects
- Pain control programmes for burn patients
- Basic assistive devices, including wheelchairs, walking aids, hearing aids, prostheses
- Preparation for the use, maintenance and servicing of assistive devices
- Education on and facilitated access to social grants, health and social services
- Counselling and/or education (psychosocial rehabilitation)
- Referral for further care when necessary

### **z. Palliative**

- Identification of patients requiring palliative care
- Individualised palliative care management plan
- Provision of palliative care according to the care plan
- Referrals for symptom management

- Referrals to palliative care specialist
- Referrals for counselling for emotional support, spiritual or bereavement care
- Information & education to patient and family
- Referrals to home-based and community based palliative care services

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