

## MEDIA STATEMENT

All media

05 May 2025

### LIMPOPO DEPARTMENT OF HEALTH RESPONDS TO SOCIAL MEDIA VIDEO ALLEGATIONS

The Limpopo Department of Health has noted with concern a video circulating on social media in which a mother alleges that she was neglected along with her sick child and left unattended for over seven hours without assistance to open a patient file.

The Department takes such allegations seriously, as no patient should be subjected to prolonged waiting without being assisted, particularly in our facilities where timely and compassionate care is expected. The dignity and health of every patient are paramount, and any deviation from these standards is unacceptable.

This morning, upon becoming aware of the video, the Department immediately initiated an internal enquiry to establish all the facts surrounding the incident. This includes verifying the exact date and time of the video and identifying the individuals involved. Currently, the patient involved is being tracked to cross-reference the facility records and trace the patient's arrival time, movement within the hospital, and whether any consultations or interventions took place.

In addition, the Department is investigating the allegations regarding the absence of staff in the area as shown in the footage. Should any form of dereliction of duty be confirmed, appropriate corrective actions will follow in accordance with departmental policies.

Regarding the concerns about cleanliness raised in the video, we acknowledge that the Outpatient Department (OPD) and Casualty areas are among the busiest sections of any hospital. These areas are prioritised for cleaning regularly throughout the day. However, we are not yet certain what the specific claims in the video pertain to, and we are reviewing the footage carefully as part of our investigation.

The Department wishes to assure the public that it is committed to ensuring all patients receive dignified, respectful, and prompt healthcare services. We appeal to the public to report any such experiences through the appropriate facility management or the Department's complaints system so that immediate attention can be given to the matter.

End

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