



Wits University
Donald Gordon
Medical Centre

Patient-centred. Independent. Academic.

MEDICLINIC ^{ES}



YOUR GUIDE TO ADMISSION & HOSPITALISATION





Dear Patient

At Wits Donald Gordon Medical Centre, we are committed to delivering consistent, high quality care in a safe and patient-friendly environment. Our staff is dedicated to working together to coordinate your care and provide as much information as you need during your stay.

Please read through the information provided in this pamphlet.

If you require any additional information or need assistance, please feel free to ask one of our staff members or contact the Patient Experience office on 011 356 6346 or the hospital main switchboard on 011 356 6000

PRE-ADMISSION PROCEDURES

As soon as your doctor informs you that you need to be admitted to hospital, please visit the pre-admission desk in the Main Reception of the hospital. For your convenience the pre-admission desk is open from 08:00 to 16:00, Monday to Friday. Please ensure that you have your identity document and medical aid membership card with you.

Alternatively you may complete our pre-admission documentation online. Visit <http://mediclinic.co.za/patients> for more information.

WDGMC has partnered with LogBox to make your hospital visit a more pleasant experience.

By simply downloading the LogBox app, you can fill in your personal details once and share them electronically with healthcare professionals you visit in the future.

Once you are a LogBox user, your doctor may send you a link to complete your pre-admission online to reduce form filling on the day. www.logbox.co.za

Your co-operation in terms of obtaining your medical pre-hospital authorisation and clarifying co-payment terms will ensure a quicker and more efficient admission process. This is particularly important if you are scheduled for a procedure in theatre shortly after admission.

If you need assistance applying for your authorisation number we are happy to assist you. Please note however that acquiring the authorisation number is ultimately your responsibility, and without it we are unable to admit you.



MEDICAL HISTORY QUESTIONNAIRE

Name _____ Date _____

Date of Birth _____ Date of last eye exam _____

List any medications you currently take (Rx and over-the-counter): _____

Do you have allergies to any medications? YES NO

If YES, list the medications: _____

List all major illnesses (glaucoma, diabetes, high blood pressure, heart attack, etc.) or injuries: _____

List any surgeries you have had (e.g., hernia, appendectomy): _____

Do you have any problems in the _____ areas? If YES, please provide additional information (ring, redness, etc.)

YES NO

ALL (fever, heat, unusually tired)

ON THE DAY OF ADMISSION

Your doctor sets the order of his/her operating list and decides what time you need to be admitted. As a result, you may have a wait of between 2 to 6 hours before your surgery.

If you have concerns about the length of wait please discuss these with your doctor prior to admission.

VALUABLES

In the event you need to bring valuables with you to hospital there is a lockup facility with a keypad next to each bed. Please make use of this facility for safeguarding your personal belongings.

Liability for lost/stolen items:

The hospital will not assume responsibility for any losses that may occur and, as such no claims for misplaced or lost items will be considered. However, in the unfortunate event of a lost item, kindly report it to the Unit Manager or Ward Secretary as soon as it is discovered.

GENERAL

- ✳ Doctors, pathologists, anaesthetists and other service providers' render their own accounts independently from the hospital.
- ✳ Should you require any further financial information regarding your hospital stay, please do not hesitate to contact the Patient Administration Department on 011 356 6310/22.
- ✳ FREE Wi-Fi is available throughout the hospital. Access is through MCGUEST portal.
- ✳ Doctors' visits to their patients are at their discretion and times may vary from day to day.
- ✳ If you are less than 18 years of age a parent or guardian must accompany you.
- ✳ If you are being discharged the same day of surgery, you **MUST** have someone with you to take you home.

FORMS

On admission you will be asked to fill out a number of forms required by the hospital. These include:

1. Admission Form
2. Informed Consent Document
3. Indemnity Form - release of responsibility for your personal possessions
4. Patient Anaesthetic Questionnaire, if going to theatre

HOSPITAL VISITING HOURS

- ✳ We ask that visitors respect other patients in the room and restrict the number of visitors to 2 per patient in both general wards and critical care units.
- ✳ Wards - open visiting time between 08:00 and 20:00. Please enquire at the nurses' station if the patient may receive visitors.
- ✳ Critical Care Units - 11:00 - 12:00; 15:00 - 16:00; 19:00 - 20:00

TYPE OF ACCOMMODATION

We understand that an admission to hospital can be stressful and that you may want your own room. Whilst we endeavour to accommodate such requests, we cannot guarantee that your particular request will be available at the time of your admission.

- ✳ When you are booked for admission, the room is not booked or reserved at that time. Beds are only allocated at the time of your admission and not in advance. This is due to the fact that we may have unplanned emergency admissions at any time.
- ✳ Preference is given according to clinical needs e.g. patients with infections or medical conditions that require isolation. Private rooms are allocated first to those patients requiring private rooms on medical grounds.
- ✳ If a private room is available an additional fee will be for your account unless pre-authorised by your medical scheme for medical reasons. Enquire at Reception for the applicable fees.

FAMILY MEMBER STAYING OVERNIGHT

ADULT PATIENTS

In special cases, a bed can usually be made available for a family member to stay overnight in the hospital - a lodging fee will be charged.

This arrangement is intended for a partner or relative of adult patients for whom it is considered necessary for their wellbeing to have their loved ones near them at night.

Visitors/family members may not spend the night sleeping in patient lounges or at the hospital reception. The Patient Experience Office can supply a list of accommodation close by the hospital.

PAEDIATRIC PATIENTS

Rooming in facilities for one parent or caregiver is provided in the Paediatric Unit.

ACCOMMODATION RATES

Agreed between Mediclinic and your medical scheme:

ON THE DAY OF ADMISSION

- * If admitted before 12:00: full daily rate.
- * If admitted after 12:00: half the daily rate.

ON THE DAY OF DISCHARGE

- * If discharged before 12:00: half the daily rate.
- * If discharged after 12:00: full daily rate.

METHODS OF PAYMENT

- * Cash
- * Bank-guaranteed cheque or Traveller's Cheques (in SA Rand only)
- * Credit card or debit card

DISCHARGE

- * On discharge, you will be required to * hand in your discharge card at Reception and sign the discharge documentation. Failure to report to Reception may result in an additional charge (of half a day's accommodation) on your account.
 - * All applicable payments must be made on discharge.
- Take home medication: As per your medical scheme rules, your take home medication might not be covered by your in-hospital package. A private script must be obtained from the doctor treating you and you can have the script filled at our retail pharmacy or you can take it to your own pharmacy to have filled. WDGMC Retail Pharmacy hours: - Monday to Friday from 09:00 to 17:30.

MEDICAL SCHEME PATIENTS

- ✿ Please familiarise yourself with your medical scheme's/insurer's benefits and available funds before admission. Please provide the confirmation/pre-authorisation number obtained from your scheme on your pre-admission form.
- ✿ Patients are reminded that the account remains their responsibility if not settled by medical aid and is payable within 30 days of discharge.
- ✿ Certain medical schemes require a co-payment from the member for the portion of the treatment not covered by the medical scheme. This is payable by the patient on admission.

PRIVATE-PAYING PATIENTS

- ✿ A pre-payment covering the estimated cost of the procedure/service is required on admission. Should your account exceed this amount, you may be required to make further interim payments. Please note that the estimated amount is not a quote as there are variables that may influence the final amount.
- ✿ Every effort will be made to finalise the account on discharge. A waiting period of 30 to 60 minutes may be expected.
- ✿ If discharge takes place over a weekend or after hours, the final account will be posted to the guarantor of the account on the next working day. The account is payable upon receipt.
- ✿ If the deposit exceeds the final billed account, a refund will be issued to the patient from our Head Office in Stellenbosch within 25 days of discharge, depending on the method of payment.
- ✿ For refunds, please complete the necessary documentation available at Reception.

WE WANT TO HEAR FROM YOU

We welcome feedback from you.

- ✱ Daily patient survey questionnaires are provided and the Unit Manager and Patient Experience Manager will be happy to discuss any complaints or concerns with you.
- ✱ After discharge you may receive an online Patient Experience Survey to complete.
- ✱ Write to us at kim.urban@mediclinic.co.za or complete a Feedback Form at Reception to share your thoughts on our services.

VOICING A CONCERN

If at any time during your visit, you feel your needs are not being met, please don't hesitate to speak to our staff. If you would like to voice a concern or make a complaint, you may wish to speak to the Nurse Unit Manager or the nurse in charge of that particular shift.

Alternatively you may wish to contact the Patient Experience Office on telephone 011 356 6346. We encourage you to provide us with feedback to enable us to improve our service to you.