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 6369.

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 scheme membership card with you.

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

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.
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 wait time 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.
ARRIVAL TIMES

1. Please arrive at the hospital 2 hours before your scheduled surgery unless otherwise instructed. The only exceptions are patients booked for surgery at 08:00 or 08:30; please arrive by 06:30 am.
2. If you are less than 18 years of age a parent or guardian must accompany you.
3. If you are being discharged home the same day of surgery, you MUST have someone with you to take you home.

FORMS

Prior to your surgery 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

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.
✨ To make use of Wi-Fi, please follow the instructions in the info leaflet available at main reception or ward reception. Wi-Fi bundles can be purchased online.
✨ Doctors’ visits to their patients are at their discretion and times may vary from day to day.
TYPE OF ACCOMMODATION

We understand that an admission to hospital can be stressful and that you may want your own room. Whilst we endeavor 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 conditions 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 are 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.

NB: the abovementioned rules do not apply to medical schemes with alternative fee structures.

METHODS OF PAYMENT

- Cash
- Bank-guaranteed cheque or Traveler’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 can 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 09h00 to 17h30.
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 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.

MEDICAL SCHEME PATIENTS

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 EFT or credit card 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 in 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 3608. We encourage you to provide us with this feedback to enable us to improve our service to you.