

A GUIDE TO YOUR IN-PATIENT STAY

At Wits Donald Gordon Medical Centre, we believe that the journey to recovery should be as comfortable and stress free as possible. This in-patient guide will help you to make the most of your hospital stay and provide you with general hospital information.

PRE-BOOK YOUR ADMISSION

Pre-admission booking simplifies the admission process and saves time on the day of your procedure. Your pre-admission must be done at least 48 hours before you are due to be admitted to the hospital.

There are two options available to you for this process:

- Complete the pre-admission form on-line at www.dgmc.co.za.

Or

- Visit our Pre-Admission desk in the hospital reception where you will be assisted with your admission forms and provided with any information pertaining to your stay.

DAY OF ADMISSION

Remember to follow your doctor's instructions in regards to eating and drinking before you are admitted. If you are unsure, please contact your doctor's consulting rooms.

Our reception staff will be on hand to assist you with admission and any special requirements you may have, including:

- Requests for private or semi-private rooms, if available (private rooms cannot be pre-booked)
- Special needs/ requirements (dietary or physical requirements)
- Assistance with admission forms (if you have not completed the pre-admission process)
- Advice about tariffs and charges

If you have not applied for your medical aid authorisation number, we will assist you to do so. Please note however, that this could increase your wait in Reception and delay your admission to your ward.

Remember to bring:

- Your ID document and ID document of the main member of your medical aid
- Medical aid card
- Authorisation number supplied by your medical aid - remember it is your responsibility to obtain medical aid authorisation
- Co-payment may be required as stipulated by your medical aid
- X-rays if applicable
- Chronic medication (if staying overnight)

- The doctor's treatment plan – if they provided you with one
- The contact details of your family spokesperson or next of kin
- Non-slip slippers
- Comfortable dressing gown
- Comfortable sleep and underwear
- Your toiletry bag (if you are staying overnight or would like to freshen up before discharge)
- It is preferable that you do not bring valuables with you

After being admitted you will be directed to one of our wards. Our porters will assist you with your luggage.

ENSURING YOUR COMFORT DURING YOUR STAY

Our ward staff will provide you with additional information and assist to make your stay as comfortable as possible. Please do not hesitate to ask any questions.

After showing you to your room, our nursing staff will take your blood pressure and pulse etc. and assist you with completing some additional medical and nursing forms.

Your treatment plan, including pain management and diet is prescribed by your doctor. Our staff will be happy to explain this to you. Please also do remember to tell your nurse about any pain or symptoms you experience, so that your doctor can be contacted.

Some additional information:

- Headphones for televisions can be purchased at reception.
- To ensure your safety and security we have a uniformed security service. All hospital staff wear name badges and detailed evacuation plans are posted in all Wards.
- We provide electronic safe's for valuables. Please do not trust strangers with your valuables and do not keep anything of value in your bedside cupboard.
- Your opinion is important to us. You will be asked to complete a daily patient opinion survey (POS) and the Unit Manager and Client Services Manager will be happy to discuss any complaints or concerns you may have.
- The hospital has a no smoking policy. Only designated smoking areas may be used. Our staff can direct you to these areas.
- Alcohol and non prescription drugs are not permitted, unless authorized by your doctor.
- A copy of the National Bill of Rights, explaining Patient's Rights, is available in the Ward, should you require it.

Visitors and Visiting hours:

The ward you are in may have some restrictions with regards to receiving flowers, fruit or the number of visitors you may receive. Our ward staff will assist with any questions you may have in this regard.

General Visiting Hours:

Morning: 11:00 - 12:00 Afternoon: 15:00 - 16:00 Evening: 19:00 - 20:00

Number of visitors:

We ask that no more than two people visit you at any one time. Visitors should remain quiet to avoid disturbing other patients.

Children:

Children under the age of twelve are not permitted in the ward unless a special arrangement has been made with the Unit Manager.

Meals:

We can cater for a variety of dietary and cultural requirements, such as vegetarian, diabetic, halaal and kosher. Please discuss your meal preferences with a member of the catering staff.

DISCHARGE PROCESS

Your doctor determines the date and time of your discharge as nursing staff are not authorized to discharge a patient. You will be provided with a discharge card, which you will need to hand in at reception before leaving the hospital.

If you need rehabilitation aids, such as walking sticks, crutches or a wheelchair for home use, please make sure you have made the necessary arrangements with our nursing staff prior to discharge.

If you have been prescribed any medication to take home, you are welcome to make use of our retail pharmacy.

Remember to arrange for someone to pick you up. Our ward Administration Assistant would be happy to give them a call if you require.

OTHER SERVICES AVAILABLE

Disabled parking:

There are a number of parking spaces for the disabled.

General parking:

General parking is limited at our hospital and charges apply. Please bring change to pay the parking attendant at the exit boom.

Restaurant:

There is a coffee shop for patients and visitors on the ground floor adjacent to main reception.

Pharmacy:

The pharmacy is on the ground floor, just past the main hospital lifts and on the left. The retail hours are: Monday to Friday, 09H00 – 17H30.

Banking:

There is an ATM machine available in the Main Reception opposite the Information desk.

Accommodation

There is no visitor accommodation available in the hospital. The Client Service department can assist you with the names and telephone numbers of guesthouses or hotels near the hospital.

IMPORTANT CONTACT NUMBERS

Main Hospital Telephone Number:	011 356 6000
Hospital Fax Number:	011 482 7651
Patient Accounts:	011 356 6310 / 6322 (Accounts)
Client Services	011 356 6308
Pre-Admissions	011 356 6130
Retail Pharmacy	011 356 6132/6037

Section: _____