



**Patient
and visitor
handbook**



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Thank you for choosing a Lenmed Hospital

We are here to ensure that your time with us is as comfortable as possible, you are kept informed and have everything you require to ensure a quick healing process. We ask that both yourself as well as family and friends peruse this booklet to ensure you understand what to expect while in hospital. We are always available to answer any questions you may have.

What to bring

Documentation required

- Proof of identity
- Proof of identity of the principal member of the medical aid scheme
- Medical aid membership card
- Pre-authorisation number
- X-rays, scans and blood tests that were carried out prior to admission
- Consent from admitting doctor/Admission letter

For your comfort

- Pyjamas
- Underwear and socks
- Dressing gown and slippers
- Clothing for discharge
- Toothbrush and toothpaste
- Toiletries
- Reading material
- Medication in original packaging (please inform your nurses and doctors of all medication you are currently taking)
- Towel
- A notebook and pen to write down any questions for your doctor and nurses

What not to bring

- Valuables
- Cosmetics
- Jewellery
- Nail varnish
- Cell phones (for your responsibility)
- Firearms or weapons of any kind
- Blankets

Types of Admission

Admission via casualty/accident and emergency/emergency room/trauma unit

Planned Admission

Pre-admission procedure:

Obtain authorization from your medical aid at least 24 hours prior to procedure

Please provide all details to the medical aid in order to appropriately advise you regarding co-payments or levies payable

You may obtain a pre-admission form from any of our hospital receptions or download and submit online at www.lenmedhealth.com

Bokamoso Private Hospital in Gaborone has case managers to complete the pre-authorisation on behalf of all patients as well as representation of all medical aids at the hospital

Keeping safe while in hospital

As a patient/visitor, you can assist in ensuring a safe healing environment by being an active, involved and informed member of your health care team.

Preventing Infections

Clean your hands often, specifically:

Before and after eating

After using the bathroom

After touching anything that may have been handled by others previously

Remind others to clean their hands

Preventing the spread of respiratory infections

Cover your mouth when sneezing or coughing by using tissues or the bend of your elbow

Always wash your hands after you sneeze or cough

Visitors / Companions

Please ask visitors or companions to stay at home if they are sick

Complying with all specific isolation and infection control measures implemented at the hospital

If you have any symptoms of an infection, redness and pain at a surgery site, drainage or fever, contact your doctor immediately.

Understanding and treating pain

Most pain can be controlled

Communication with your health care team is important

You and your health care team will work together to manage pain

You may be treated with medicine for pain, either taken by mouth or via a patient controlled analgesia pump, intravenous or injection

Common pain medication side effects:

Constipation

Sleepiness

Nausea

Itching

Rash

Dizziness

Difficulty breathing

Please advise your nurse of any side-effects you may experience

Other methods of controlling pain include listening to music, back rubs, watching TV, using a hot or cold compress and deep breathing exercises.



What you need to know

The following tips and guidelines have been developed to assist in preventing any anxiety and frustration that may arise.

While in hospital:

Determine beforehand when possible the reason for admission in order to ensure you have a proper understanding of the potential length of your stay and the expected outcome

Write down all your questions so you don't forget what to ask when your nurse and doctor visits

Be aware that there are many unforeseen emergencies and situations that place in hospitals every day and these often affect the doctors' and nurses' schedules

Being sick is unpredictable. You may feel well one minute and awful the next. Keep your healthcare team up to date as to how you are feeling so as to assist them in the best treatment for you

Be assured of your doctors and nurses best intentions at all times

The doctors at Lenmed Health hospitals operate independently

Always be aware of infection control measures. Ask everyone who enters your room to wash their hands. Lenmed Health has hand sanitizers situated throughout their hospitals

If you are undergoing a surgical procedure:

Anaesthesia – There are 3 types of anaesthetic, which will be determined by the type of procedure you are having:

General

When a person is 'asleep'

Regional

When a large area of the body is numbed, such as spinal anaesthetic

Local

When a small part of the body is numbed

Before Surgery

The health care team will ask about your medical history and it is in your best interest to be open and honest. Further tests may be ordered such as x-rays and blood tests. A physical examination may be done by the anaesthetist prior to your operation.

Your doctor will require you to sign a consent before surgery.

Your medical history includes:

Your current and past health

Your family's health

All medications, supplements or herbal remedies you are taking

Any previous reactions you or a blood relative may have had to anaesthetic

Any allergies

Whether you smoke, drink alcohol or take recreational drugs

Whether or not you may be pregnant

It is important to make sure that you don't eat anything prior to surgery (at least 6 hours prior to surgery). You will, however, receive specific instructions from your doctor.

You will be given a theatre gown and disposable underwear to wear while in surgery.

In the Operating Room

Before anaesthetic is administered you may be given a sedative to help you relax.

If General anaesthetic is used, the anaesthetist will start transitioning you from the awake state to the sleepy state via an IV drip or a gas inhalation mask. During the procedure the anaesthetist will monitor your vital signs and level of anaesthetic.

After Surgery

You will be taken to the recovery room where your condition will be monitored to ensure a smooth transition to an awakened state.

Don't expect to be fully awake straight away. It usually takes about 45 minutes to be fully awake and may even be longer.

Everyone has a different experience after anaesthetic. You may feel groggy, confused, chilly, nauseated, scared, alarmed or even sad. You may also feel some pain, which may be treated with medication.

It is normal to experience a painful throat after general anaesthetic.

Visitors at Lenmed Private Hospitals

Family and friends have an important role to play in a patient's care. Our guidelines for visitors are designed to ensure safety, enable consistent care of patients and promote a sense of security among patients, family and staff. We further recognize individual needs based on inherent personal or family differences.

Kindly adhere to each unit's visiting times and visitor limitations in terms of number of visitors and ages thereof

Each unit reserves the right to further limit the number of visitors based on the needs of their patients

Visiting children must at all times be accompanied by an adult

No children under the age of 12 are permitted to visit

It is expected that visitors will:

Not visit if they are sick themselves

Wash hands before and after visiting

Comply with any infection control practices that may be important to the patient's condition

Keep noise levels at a minimum

Comply with safety and security procedures

Act in a respectful manner

Not allow children under 12 to visit

Smoke in only the designated areas

Not take photos or video without prior patient and hospital authorization

Not interfere with a patient's plan of care

Not harass anyone in any way

Not use loud, threatening, abusive or obscene language

Not make offensive remarks of racial, sexual or personally derogatory nature

Not use of physical violence or act in a threatening manner toward staff

Not arrive on hospital property under the influence of drugs or alcohol

Not damage to hospital property

Not steal

Not possess weapons or firearms

Not retaliate against anyone who addresses or reports unacceptable behavior

Not make excessive noise that is obstructive to others

In response to a visitor that has displayed unacceptable behaviours of any kind, security measures including visitor restriction will be taken.

A close-up photograph of a man with a beard and mustache, smiling warmly at the camera. He is holding a young child with dark hair, who is also smiling and looking towards the camera. The man is wearing an orange polo shirt, and the child is wearing a green and blue striped tank top. The background is a soft, out-of-focus green, suggesting an outdoor setting.

Details of our Electronic
Customer Experience
Management System are
situated around the hospitals.
We encourage you to make use
of this system to let us know
how we can further improve
your experience.

Contact Details

Ahmed Kathrada Private Hospital

K43 Highway, Lenasia Ext 8, Johannesburg, Gauteng
+27 87 087 0642

Bokamoso Private Hospital

Plot 2435, Block 1, Mmopane, Along the Molepolole Road, Botswana
+267 369 4000

Daxina Private Hospital

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+27 87 087 0644

Ethekwini Hospital and Heart Centre

11 Riverhorse Drive, Riverhorse Valley Business Estate,
Queen Nandi Drive, Durban
+27 31 581 2400

Kathu Private Hospital

Frikkie Meyer Street, Kathu 8446
+27 53 723 3231

La Verna Private Hospital

1 Convent Road, Ladysmith, 3370
+27 87 087 2600

Maputo Private Hospital

Rua do Rio Inhamitanga, Sommerschild II, Maputo, Mozambique
+258 214 88 600

Randfontein Private Hospital

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Royal Hospital and Heart Centre

6 Welgevonden Street, Rooyendene, Kimberley, 8301
+27 53 045 0350

Shifa Private Hospital

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Zamokuhle Private Hospital

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