

# ***PATIENT INFORMATION***



We realise that being admitted to hospital can be a stressful and uncertain time for you and your loved ones. We are committed to making your stay as pleasant and comfortable as possible. This information brochure is therefore designed to provide you with essential information needed to do so.



**ARWYP MEDICAL CENTRE**  
PRIVATE HOSPITAL | KEMPTON PARK

**teamarwyp** 

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## A. GENERAL

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### **What is Arwyp?**

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Arwyp Medical Centre is a private hospital which offers its customers state-of-the-art health care in comfortable surroundings whilst providing the highest level of medical skill and expertise.

### **Where do I find Arwyp?**

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- Physical address is 20 Pine Avenue, Kempton Park
- Admission entrance is located on the ground floor of the hospital at the Pine Street entrance
- Web site is <http://www.arwyp.com>
- Contact number 011 922 1000

### **What patient facilities does Arwyp offer?**

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#### **Wards**

- All wards are equipped with a television set at each bed. Access is provided to the public broadcast channels (SABC) plus M-Net. Earphones for the televisions are available from the 24 hour pharmacy.
- All general wards have access to bathrooms for communal use by the patients in that ward.

#### **Private rooms**

- A limited number of private (single-bed) rooms are available, most of which have *en suite* bathrooms. We will endeavour to accommodate patients requesting a private ward, subject to availability.
- Please note that private ward tariffs are normally not covered by medical aid schemes and the difference, which is for your account, must be agreed upon at the time of admission. This account must be settled on admission.
- Telephones are supplied on request to patients in private and semi-private wards. The patient is responsible for the cost of all calls made from the allocated telephone line. This account must be settled on discharge.

#### **Catering**

We take great pride in providing our patients with freshly cooked meals based on sound nutritional principles. An *à la carte* menu, compiled by a team of dieticians and qualified chefs, is offered to patients on a daily basis. A 'Chef's Special' is offered daily, the details of which are available from the ward hostess. We cater for all appetites and are able to prepare specific diets, as prescribed by your doctor or dietician.

All meals are freshly prepared in the hospital's kitchen, with the exception of Kosher and Halaal meals, which are supplied by outside caterers. As these meals are delivered to the hospital, it sometimes happens that they arrive later than the scheduled meal times. On request, a small fruit platter will be served in the interim.

Should you be admitted over a weekend or on a Jewish holiday when the external suppliers are not available, frozen kosher meals are available.

The standard catering services include:

05:00 to 05:30	Beverage service
07:00 to 08:00	<i>à la carte</i> breakfast menu
10:00 to 10:30	Beverage service
12:30 to 13:00	<i>à la carte</i> lunch menu
14:30 to 15:00	Beverage service with a home-made snack
17:00 to 18:00	<i>à la carte</i> dinner menu
21:00 to 21:30	Beverage service with a light snack

Should you be unable to eat when your food arrives, your ward hostess will re-heat the meal when you are ready to eat it. Please be advised that patients and their families are not to make use of the kitchen in the wards.

All patients' meals are supplied by the hospital. In the case of paediatric patients, this includes Purity and baby formula, although specialised feeds are excluded.

Parents rooming-in with their children or spending protracted periods of time at the hospital may buy meal vouchers from the finance department during office hours or from the hospital main reception after hours. Prices are available from the ward hostesses. Please be advised that patients and their families are not to make use of the kitchen in the wards. Please approach either the nursing staff or ward hostesses for assistance.

### **What other services are provided by Arwyp?**

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#### **Pharmacy**

The fully equipped pharmacy for in- and outpatients is situated on the ground floor. Toiletries and small gifts can also be purchased here. Business hours are 24/7

#### **Coffee Shop**

The coffee shop, located on the ground floor near the lifts, is open to all visitors for meals and refreshments at the following times:

Mondays-Thursdays	07:00-22:00
Fridays	07:00-17:00
Saturdays/Sundays/Public holidays	07:00-17:00

#### **Florist and gift shop**

Located in the foyer outside the lifts

#### **Flight booking service**

This is available for foreign patients. Please contact the marketing department on 011 922 1050.

#### **Passenger transport service**

For further information please phone 011 922 1095

#### **Smoking**

This is a non-smoking hospital. Smoking is strictly prohibited in wards and in corridors. Smoking is allowed only in the designated smoking areas. Please ask a staff member to indicate to you where these areas are.

#### **Emergency Unit**

There is a 24-hour casualty unit on our premises: 011 922 1055

#### **Accounts**

Please note that the final accounts cannot be rendered on discharge before 10:00 or over weekends or public holidays. Please contact the accounts department for further information.

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## B. ADMISSION REQUIREMENTS

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### **Drop-off zone**

Patients can be dropped off at the Patient Drop-off Zone where they will be met by a doorman and shown to reception. Wheelchairs are available for patients who cannot walk. Parking in the drop-off zone is strictly prohibited but the vehicle may remain stationary in the drop-off zone whilst a wheelchair is being arranged. Once the patient has disembarked, drive away immediately.

### **Parking**

Secure, 24-hour parking is available at the two parking lots situated to the east and west of the hospital in Pine Avenue for a nominal fee. Parking is at own risk.

### **Visiting hours**

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#### **General Wards**

10:00 – 11:00 / 15:00 – 16:00 / 19:00 – 20:00

Please encourage family and friends to adhere strictly to these hours to enable you and your fellow patients to have enough rest time and time for doctors' rounds, treatment, housekeeping routines and infection control.

Visitors are limited to two per patient.

Children under the age of 12 years are not allowed in the wards.

#### **Maternity ward**

Fathers: 07:00 – 21:00

Grandparents between 15:00 – 16:00 and 19:00 – 20:00

*Baby room:* Parents only. No grandparents or other family members are allowed in the baby room

*Neonatal ICU:* Grandparents may only visit once during the duration of the baby's stay in the unit.

#### **Intensive Care Unit**

15:00 – 16:00 & 19:00 – 20:00

- Only two immediate family members may visit the patient at a time and they may be asked to leave the unit at any time, should it be necessary to perform any nursing procedures. Visiting may be restricted at the charge sister's discretion.
- Please note that our staff requires at least 30 minutes to settle the patient before the relatives can go to the patient's bedside
- No flowers are permitted in the ICU
- Due to the nature of the intensive care required for patients in this unit, visitors to the ICU are required to ring the doorbell at the entrance to the unit prior to entering the unit. If our staff is busy, please be patient as this could take a bit of time. Chairs are provided outside the unit for your convenience.

### **Private, Medical Aid or WCA patient?**

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Arwyp is a private hospital providing a medical service to its patients at a fee. Whilst the fee due to the hospital is primarily the responsibility of the patient, payment terms and conditions depend on whether the patient will be fully responsible for the account, i.e. a private patient, or whether the patient is a valid member of a medical aid, in which case the medical aid could assist with payment as per its rules and regulations. Payments for services rendered could also be covered by third parties such as Travel Insurance, Insurance, Hospital Plan, Worker's Compensation Act, etc. It is therefore important that the patient is aware of all the facts prior to admission.

### **What do I need to do if I am a Medical Aid patient?**

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Hospital tariffs are charged according to a scale of benefits. Some medical aid funds require their members to pay a co-payment. Please be aware of this so that payment thereof can be made by you on admission.

Arrange with your medical aid for a **medical aid authorisation number** regarding your hospitalisation. This may take some time so ensure that you initiate the procedure well in advance. Admission without authorisation can have serious financial implications.

**Questions to ask the medical aid when phoning to obtain an authorisation number** (This is the responsibility of the patient)

- What **costs** will be covered?
- What **length of stay** is covered?
- Which **maximum benefits or exclusions** will be applicable and
- What benefit restrictions regarding prosthesis and instrumentation apply?
- Whether a **motivational letter** is required by them for the particular procedure you are about to undergo. This letter must be obtained from your doctor, prior to admission.

If you are experiencing any problem with your medical aid regarding the authorisation number, tariff codes or costs, please contact the Arwyp Medical Centre admissions supervisor on 011 922 1251.

### **What do I need to do if I am a Private patient?**

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Before admission private patients must discuss the **total estimated cost** of the hospital stay with their doctor and the Arwyp Medical Centre Accounts Department on 011 922 1351. You will be expected to pay this full amount on arrival at the hospital. It is therefore advisable that you follow the admission-in-advance procedure as set out below to ensure that all admission and payment requirements are met in advance.

Once admitted, an update of your account will be communicated to you on a daily basis. Should a shortfall occur, you will be required to settle this when being discharged from the hospital.

The hospital account does not include any other incurred costs e.g. for services rendered by your doctor, anaesthetist, radiologist, pathologist etc. Please contact the hospital regarding advance payments prior to your admission.

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## C. ADMISSION-IN-ADVANCE

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### ***Direct admission or Admission-In-Advance?***

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Admission to the hospital can either be a direct admission, i.e. when the patient is admitted to hospital at short-notice, or an admission-in-advance, i.e. when the patient needs to be admitted at a future date. Direct admissions usually occur when the patient is sent from Casualty or from the specialist or doctor for immediate hospitalisation. The procedure and requirements for direct admission is described in this document under the heading "On the day of admission".

In most cases, however, hospitalisation will usually be required at a future date, in which case the patient is recommended to make the necessary arrangements as set out in the admission-in-advance procedure below.

Please note that the time you are asked to report to the hospital will differ from the time at which your operation actually takes place. This is done to facilitate the time allocation for the theatres as well as to accommodate emergencies and variances which occur from time to time.

Unless otherwise instructed by your doctor, patients must not eat or drink anything for at least six hours prior to admission.

### ***Admission-In-Advance service?***

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The admission-in-advance service has been established to assist patients with the administrative and legal requirements for admission to the Arwyp Medical Centre.

Patients can make use of the admission-in-advance process in two ways;

- i. Visit the Admission desk prior to the date of hospitalisation in order to personally arrange and finalise the admission requirements, or
- ii. Use the Arwyp website to initiate the admission-in-advance process (Both methods are explained in this document).

### ***What are the advantages of using the Admission-In-Advance service?***

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- By following the admission-in-advance process prior to admission, the patient is certain of admission on the day of reporting for hospitalisation since all possible obstacles would have been identified and overcome.
- On the day of admission, provided all the documents are in order and no fees are outstanding, the patient will be admitted to his/her bed within a couple of minutes.

### ***How long will the Admission-In-Advance process take?***

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- The time it takes to complete the admission-in-advance process differs from case to case and will depend on the time it takes to obtain authorisation from the Medical Aid.
- Typically the process should be completed within 30 minutes.

### ***When can and should I use the Admission-In-Advance service?***

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- The admission-in-advance service is available during weekday business hours (Mon – Fri, between 8h00 and 16h00).
- The service will also be provided during other days and times but could take longer due to the non-availability of Medical Aids to provide the necessary authorisation.
- Preferably the patient should make use of the admission-in-advance service at least 3 days prior to admission to comply with Medical Aid rules and requirements. Irrespective of the Medical Aid rules, Arwyp will accept admission-in-advance up to the day prior to admission.
- All maternity patients must notify their relevant Medical Aids usually within the first two months of their pregnancy (Or as specified by the relevant Medical Aid).

**What is the process for using the Admission-In-Advance service? (At the Admissions desk)**

**Bring the essential documents to the admissions desk**

The following documents will be required:

- Main member's Identity Document / Passport / valid Driver's License
- Latest Medical Aid card or Medical Aid Certificate if Medical Aid card is not available
- Doctor's Note (Reflecting relevant procedure codes)
- Medical Aid authorisation number (All Medical Aid members)
- Any additional documents required by your Medical Aid

**Use the client service facilities to prepare for the Fast queue service**

For Medical Aid members who have not obtained an authorisation number from their Medical Aid, a free self-service telephone is available for this purpose.

The admission process can be fast tracked with your assistance. On condition that you have copies of all the required documents you will be directed to the Fast Queue counter for a speedy service. For this purpose a self-service photo copier is available for your use.

**We will assist you with the rest of your admission**

The admission clerk will assist you with:

- Completing all the relevant documents as prescribed by Arwyp
- Assist in obtaining authorisation from the Medical Aid. Ascertain whether co-payments and / or a deposit are required by the Medical Aid
- Receive payment from the patient for the co-payment and / or deposit, or make an arrangement for payment, e.g. Electronic Funds Transfer
- Explain the responsibility of the patient prior to admission
- Prepare the patient's file for admission
- Answer any questions you may have

**MY CHECKLIST**

- Application Form
- Doctor's Note
- Identity Document
- Copy of Medical Aid card
- Medical Aid authorisation (if member of Medical Aid)

**What is the process for Admission-In-Advance using the Arwyp Web site?**

Patients can initiate the admission process by means of the Arwyp web site.

**Print & complete documents from Web site**

From the web site <http://www.arwyp.com> print documents required for admission:

- Application form
- Standard Terms & Conditions
- Suretyship form

**Make copies of additional documents required**

Make copies of additional documents required for admission:

- Main member's Identity Book / Passport / valid Driver's License
- Copy of Medical Aid card (Both sides of card)
- Copy of Doctor's note

**Obtain Medical Aid authorisation number and Co-payment requirements**

If the patient is a valid member of a Medical Aid, the onus is on the patient to obtain an authorisation number from the Medical Aid for the proposed procedure. This authorisation number must be communicated to the Admissions department before the admission process can be finalised

**Complete documents, sign and submit**

All the relevant documents must be completed and signed prior to submitting to Arwyp

Admissions will notify the patient should any further information be required prior to the admission date.

**MY CHECKLIST**

- Doctor's Note
- Copy of Identity Document
- Copy of Medical Aid card
- Suretyship form
- Standard Terms and Conditions
- Laparoscopy Report (if required)
- Injury Report (if required)
- Discovery Dental form (if required)
- Liberty Claims form (if required)

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## D. ON THE DAY OF ADMISSION

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### *What do I do if my procedure is cancelled?*

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In the event of a procedure being cancelled by the patient or by the Doctor, the patient needs to contact the admission-in-advance clerk in order to re-instate the admission-in-advance with the new admission date.

Please contact the admission-in-advance clerk on the following telephone number: **011 922-1251**

The above number can be contacted should you have any queries or questions.

If you have a cold, fever, rash or if you are simply not feeling very well, contact your doctor immediately as he may wish to postpone your operation. Prior to surgery, please advise your doctor of any allergies or medical conditions you may suffer from.

### *On arrival at the Admissions entrance*

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On the day of your admission, please present yourself at the reception area at the time recommended by your doctor. Wheelchairs are available at reception for those patients who may require assistance.

#### ***Patients who have not been admitted in advance***

These are patients who need to be admitted on the same day of hospitalisation (direct admission). The admission process will depend on whether the patient has or has not prepared the documents as per the admission pack.

Patients should arrive at the Admission entrance where they will be met by the Client Facilitator who will check the patient's document to determine whether all the documents are in order. In cases where the documents meet all the requirements, the patient will be directed to the Fast queue. Should any information or documents be outstanding, the patient will be directed to the admissions desk.

#### ***Patients who have been admitted in advance***

Patients who have completed the admission process should report to the Reception desk where the Client Facilitator will do a final check of the patient's file ensuring that all the documents are in order before handing the file to the patient who will then proceed to the relevant ward.

### *What do I have to bring on the day of admission?*

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The documentation and information required on the day of admission will depend on whether the patient has or has not followed the admission-in-advance process.

#### ***Patients who have been admitted in advance***

- The admission card received at the time of admission
- Any documents as indicated on the admission card received at the time of admission
- X-rays relevant to treatment if applicable
- Chronic and/or current medication (to be handed to ward charge-sister)

#### ***Patients who have not been admitted in advance***

- Medical aid membership card
- Medical aid authorisation number
- ID document
- ID document of principle member
- Chronic and/or current medication (to be handed to ward charge-sister)
- X-rays relevant to treatment if applicable
- Doctor's letter (if you've been given one)

#### ***All patients are recommended to bring:***

- Comfortable sleepwear, a light dressing gown, slippers and toiletries (Try to keep these items down to a minimum. The hospital supplies the necessary linen and theatre clothes.)
- Reading matter or something else to keep yourself occupied as you are more than likely to have to wait before the operation takes place

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## E. ON ARRIVAL AT THE WARD

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### *What should I not bring?*

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- Jewellery
- Other valuable articles
- Large amounts of money
- Cellular phone & contact lenses – ask a family member or friend to bring only once you've settled down after the operation
- Firearms – can be handed at security for safekeeping
- Please note that all make-up and nail polish must be removed prior to admission.

NB Any of the above items are brought to the hospital at the patient's own risk and the hospital cannot take responsibility should anything belonging to a patient or visitors go missing. However, any losses are to be reported to the unit manager or ward secretary as soon as they are discovered.

### *What about patients younger than 18?*

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Patients younger than 18 must be accompanied by an adult on admission and discharge. Written consent for administering of anaesthetics and liability for payment must be provided by a parent or legal guardian on admission of the patient.

### *Information for patients admitted for same-day procedures*

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To ensure that your admission is as smooth and comfortable as possible, please take note of the following:

- Please arrive at the reception area of our hospital at the time recommended by your doctor
- You should **not eat or drink** anything, including water, for a prescribed time period before undergoing surgery. For your own safety, please adhere to these fasting requirements as failure to observe this could result in the delay - or even cancellation – of your surgery
- Should you be taking regular medication - such as for epilepsy, hypertension or diabetes - please confirm with your surgeon whether or not you should take the medication on the day of the procedure. If you take blood thinners (such as Warfarin or Plavix), please ask your surgeon how many days before the scheduled surgery you should stop taking this medication or adjust the dose.

Upon arrival in the ward, you will be given an overview of the basic routine in the ward, and told about the services available in the hospital. A member of the nursing staff will then record your medical history. Please inform them of any medication you take on a regular basis. This medication must be handed to the staff member who will ensure that your medication is then administered to you along with other medication prescribed during your stay. **Please do not take any chronic (regular) medication without informing the nursing staff of this medication. It could interfere with your other prescribed medication.**

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## F. ON LEAVING THE HOSPITAL (Discharge from hospital)

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### *What will happen?*

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Your doctor will advise you when you may leave the hospital. It is likely that he will prescribe medication for you to use at home after the procedure, which we will provide for your convenience. You are also welcome to take the script to your own pharmacy but please inform us beforehand of your intention to do so.

It is extremely dangerous to drive, operate machinery or play sport within the first 12 hours after your operation. It is therefore important that you arrange for someone to bring you to the hospital and to collect you after the operation. Ensure that you do not drive yourself from the hospital.

Rest is an important element of recuperation. Maintain a quiet pace until your doctor indicates that you may return to your usual routine.

Expect some discomfort but contact us or your doctor should you experience any severe or unrelenting pain.

We are concerned about your health and about your speedy recovery after your procedure. Please do not hesitate to contact us or your doctor should you have any queries or problems.

### *What do I have to do?*

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Remember to:

- Ensure that all the necessary documents are signed at the ward reception
- Present your discharge form at the main hospital reception and settle any co-payments required by your medical aid scheme. This will include private room fees and related private patients' accounts such as those for telephone calls
- Take your x-rays home with you
- Take your medication home with you
- Check that you understand how to use your medication
- Make a follow-up appointment with your doctor

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## G. AFTER DISCHARGE

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### *Wound care*

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Remember not to get your wound dressing wet unnecessarily.  
Observe the operation area for the following signs of infection:

- Increased temperature (a warm feeling)
- Pain
- Oedema (swelling)
- Redness or
- Drainage from the wound

If any of these symptoms occur, contact your surgeon immediately.

## H. IN CONCLUSION

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We trust that this information will help to make your stay at Arwyp Medical Centre easier. Please remember that our dedicated staff members are committed to helping you at all times. A unit manager is in charge of each of the hospital's wards. Please feel free to communicate any concerns or additional requirements to him or her during your stay.

The management and staff wish you a comfortable stay and a speedy recovery.