

# YOUR GUIDE TO PRE-ADMISSION AND HOSPITALISATION

MEDICLINIC IS ONE OF THE THREE  
LEADING PRIVATE HOSPITAL GROUPS  
IN SOUTHERN AFRICA AND ONE OF  
THE TEN LARGEST LISTED PRIVATE  
HEALTHCARE GROUPS IN THE WORLD.



# WELCOME TO MEDICLINIC PANORAMA

Our hospital offers state-of-the-art medical technology, highly skilled staff and the support of experienced private medical specialists in a wide range of disciplines and specialties. As such, we are able to offer you the highest standard of hospital care, ensuring your comfort and wellbeing at every stage of your journey to recovery.

Infection prevention and control (IPC) is necessary for protecting you when you are most vulnerable and plays an integral part in your safe care. Our hospitals align with recognised international and national evidence-based IPC guidelines to ensure that you, your visitors and all healthcare workers are safe.

The COVID pandemic has made everyone very aware of the need for taking additional precautions. All patients, visitors and healthcare workers are required to wear a mask to protect themselves and others and prevent the

spread of potentially infected respiratory droplets. Depending on risk factors or activities being performed, staff may additionally wear eye protection, an apron or gloves. All patients will be monitored and asked daily about any possible signs and symptoms related to COVID, or any developing infections, so that we can intervene.

Hand hygiene is the simplest and most effective way of reducing the transmission of organisms that can potentially cause infection. Our staff will regularly sanitise their hands with alcohol-based handrub or wash their hands when providing care. We encourage you to make use of these products or ask for assistance so that you can clean your hands if confined to bed.

## **TAKING CARE OF THE DETAILS BEFORE YOU ARRIVE**

An online admission form can be completed on our website at <https://forms.mediclinic.co.za/PatientBooking>

Should you not be able to complete the online admission, please visit our reception desk at least 48 hours before you are due to be admitted. A staff member will help you to complete your admission forms and address any concerns you may have about your hospital stay.

**Enjoy the benefits of pre-admission**

The pre-admission process simplifies the admission process and ensures pre-authorisation is done timeously. Our staff will advise you on what to expect while you are in hospital and answer any questions or concerns you may have.

**Please remember to bring:**

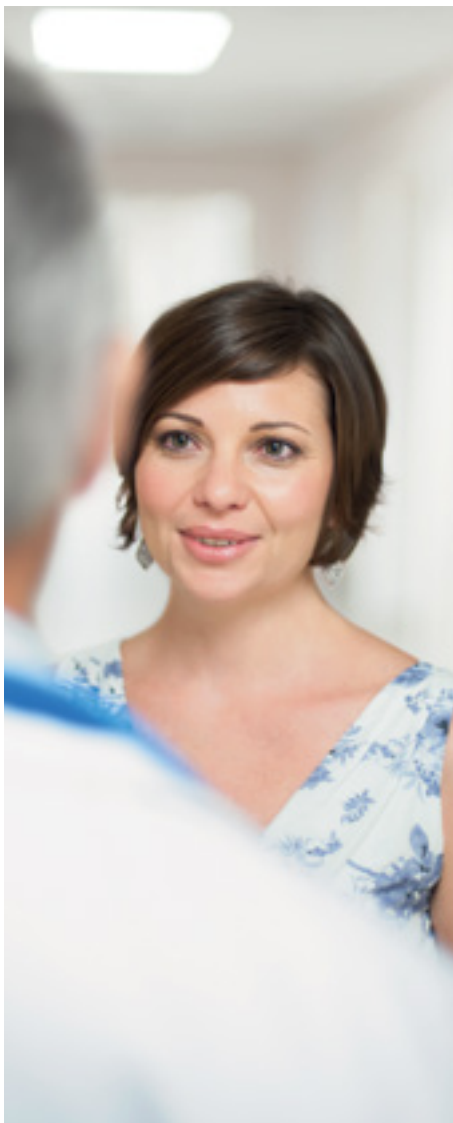
- Your identity document (main member and patient)
- Medical aid card
- Mediclinic pre-admission form received from your doctor's rooms
- Authorisation number supplied by your medical aid

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; without it, we are unable to admit you. Please also ascertain from your funder if there would be any exclusions.

**TO MAKE A BOOKING:**

F 086 679 9756  
panorama.bookings@mediclinic.co.za  
Visit [www.mediclinic.co.za/patients](http://www.mediclinic.co.za/patients)  
to book online.





## MEETING YOUR NEEDS ON THE DAY YOU ARE ADMITTED

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

### **Private rooms**

Additional fees are payable for private rooms and are not usually covered by medical aid. Costs and availability of private rooms can be obtained from our staff at reception. Kindly note that we cannot guarantee availability.

### **Special needs or requirements**

Please inform us if you have special dietary needs or any other requirements.

### **Assistance with admission forms**

We encourage patients to make use of our pre-admission service. If you are unable to complete the pre-admission process, please bring the following along with you on the day you are admitted:

- Identity document (main medical aid member and patient)
- Medical aid membership card and authorisation number (without an authorisation number, admission will be subject to a delay)
- Completed the Mediclinic pre-admission form supplied by your doctor's rooms
- Chronic medication (if staying overnight)

### **VISITING HOURS**

Flexible visiting hours apply between 09:00 and 20:00 but are subject to change as the COVID pandemic may well necessitate from time to time.

Please enquire at the nurses' station if a patient is able to receive visitors.

### **Tariffs and charges**

Please refer to our website [www.mediclinic.co.za/patients](http://www.mediclinic.co.za/patients) for information on tariffs and charges, or request a copy of our tariff information brochure from reception.

### **ENSURING YOUR COMFORT DURING YOUR STAY**

Your treatment plan, including pain management, is prescribed by your doctor. To make sure you are kept as pain-free as possible, please inform our staff about any pain or symptoms you experience, so that your doctor can be contacted.

The Patient Information Directory is available on our website or at the nurses' station. It contains comprehensive information about the services our hospital provides.

- Headphones for televisions can be purchased at reception.
- Visitor parking is available. Please follow directional signage.
- Doctors' rounds are at their discretion and cannot be guaranteed by the hospital.
- To ensure your safety and security, there is a uniformed security service, all hospital staff wear name badges and detailed evacuation plans are posted in all units.
- Your opinion is important to us. Daily patient surveys are provided and the unit manager and patient experience manager will be happy to discuss any complaints or concerns you may have. Press Ganey, an internationally recognised leader in patient experience research, conducts an independent online patient survey on behalf of Mediclinic. Upon receipt, we would appreciate your participation to ensure the best possible patient experience.  
We welcome your feedback.
- A copy of the National Bill of Rights, explaining patient rights, is available in the unit should you require it.
- In the event that you need to bring valuables with you to hospital, please make use of the lock-up facility with combination code in your room for storing such items.
- The hospital has a no-smoking policy. Only designated smoking areas may be used.
- Alcohol and non-prescription drugs are not permitted unless authorised by your doctor.
- As a courtesy to patients, cell phones are prohibited in some areas. Please check with your unit staff.
- To make use of the WiFi, please follow the instructions in the Patient Information Directory. WiFi bundles can be purchased online. Please ask for assistance if required.

# ASSISTING WITH DISCHARGE

Your doctor determines the date and time of your discharge as nursing staff are not authorised to discharge a patient. Kindly hand in the discharge plan or card, which will be issued to you, at reception before you leave the hospital.

- Please settle any private expenses at discharge.
- If you need rehabilitation aids, such as walking sticks, crutches or a wheelchair for home use, please ask our nursing staff to make the necessary arrangements for you prior to discharge.
- If you have been prescribed any medication to take home, you are welcome to make use of our retail pharmacy.





ROTHSCHILD BOULEVARD  
PANORAMA  
7500

**GPS COORDINATES**  
S 33° 52' 31.50  
E 18° 34' 38.69  
**Location PIN**

ROTHSCHILD BOULEVARD, PANORAMA,  
PAROW 7500  
T +27 21 938 2111  
F +27 21 938 2146  
[www.mediclinic.co.za](http://www.mediclinic.co.za)

**USEFUL TELEPHONE NUMBERS**

ADMISSIONS	+27 21 938 2117/3644
MAIN RECEPTION	+27 21 938 2103/4
HEART RECEPTION	+27 21 938 2836/7
PATIENT EXPERIENCE MANAGER	+27 21 938 2156/7
EMERGENCY CENTRE	+27 21 930 4180
ER24	084 124