


# WELCOME TO MEDICLINIC WINDHOEK

Our hospital is one of more than 50 Mediclinic hospitals and day clinics in Southern Africa and part of Mediclinic International, one of the ten largest listed private hospital groups in the world.

We are committed to quality care across all areas of service. Our patients are treated by specialists who are dedicated to achieving the best possible clinical outcomes in facilities that are of a world-class standard.

This directory is designed to help patients and visitors find out more about us and the services we provide. If you have any further queries, please do not hesitate to ask a staff member to assist you.



WE FOUND A PRACTICAL SOLUTION TO A SHORTAGE  
OF THEATRE NURSES BY BECOMING A REGISTERED  
TEACHING INSTITUTION.

# CONTENTS

1. YOUR CARE IS OUR FIRST PRIORITY
2. NURSING UNITS AND STAFF
3. VISITORS ARE WELCOME AT MEDICLINIC WINDHOEK
4. HOSPITAL SERVICES FOR YOUR CONVENIENCE
5. TELEPHONES AND CELL PHONES
6. BEDSIDE CALL SYSTEM AND RADIO/TV CONTROL UNIT
7. FIRE AND SAFETY
8. HOSPITAL SECURITY
9. ACCOUNT INFORMATION
10. PATIENT SATISFACTION
11. MEDICLINIC WINDHOEK PATIENT CARE UNITS AND TREATMENT SPECIALTIES
12. PATIENT SERVICES
13. ABOUT MEDICLINIC WINDHOEK
14. MEDICLINIC HOSPITAL DIRECTORY
15. MEDICLINIC LOCATIONS (MAP)

# YOUR CARE IS OUR FIRST PRIORITY



Our registered nurses work with your doctor and other members of your healthcare team to ensure your medical care is carefully coordinated and expertly delivered. They will provide the treatment prescribed for you, monitor your condition and make sure you are kept as comfortable as possible during your stay with us.

To make sure you get the right medical attention at all times, please report any changes in your symptoms or condition as soon as they arise.

## **TREATMENT PLAN**

Your treatment and medication are provided as prescribed by your doctor. If you feel pain or discomfort between doses of medication, please tell your registered nurse immediately

so that your doctor can be contacted to prescribe an alternative form of treatment.

## **DISCHARGE PLAN**

This will be provided upon discharge. Please ensure that you and/or your caregiver understand your treatment and how to take any prescribed medication. If you are required to take any pharmaceutical devices and equipment home with you, please make sure that you are comfortable with how to use them before you leave. Our staff will gladly assist.

The Nursing Department will be happy to help make the necessary arrangements for any care or assistance you may need post-discharge.

# NURSING UNITS AND STAFF

Our nursing team is dedicated to making sure you get personal, attentive care. Each nursing unit is staffed by different categories of personnel, who are easily identifiable by their name badges. The Nursing Manager is the head of the nursing team in the hospital and delegates the management of the various nursing units to the unit managers.

## UNIT MANAGER

Please direct special requests or concerns to the Unit Manager, or in his/her absence, to the person in charge of the shift. If you would like to speak to a member of our senior management, please ask the unit staff to assist you.

## REGISTERED NURSES

They are responsible for your nursing and medical care. Any questions or concerns about your care can be directed to them.

## ENROLLED NURSES

They work under the supervision of a registered nurse and will gladly assist you with any medical concerns.

## CARE WORKERS

Supervised by Unit Manager and are responsible for providing water, making the bed, and transporting patients for X-rays.

## UNIT ADMINISTRATIVE ASSISTANTS

These staff members assist the unit managers and their staff by taking care of administrative functions.

## CATERING STAFF

They are responsible for the serving of meals and drinks.

## HOUSEKEEPING AND MAINTENANCE DEPARTMENT

They are responsible for the cleanliness and technical maintenance of the unit. Please direct any queries you may have concerning maintenance, linen or housekeeping to your Unit Manager.

## PROFESSIONAL SERVICES

These include physiotherapists, occupational therapists, laboratory staff and other services that are provided in their own capacity and are available at the request of your doctor.



OUR NURSING UNITS ARE DESIGNED TO MINIMISE THE DISTANCE BETWEEN THE NURSING STAFF AND PATIENTS.

# VISITORS ARE WELCOME AT MEDICLINIC

Visits from family and friends are an important part of your recovery and they are welcome to visit you. Information about your condition or location can be obtained by telephone or at the nurses' station. If you do not wish to receive visitors, please let the Unit Manager know.

As a consideration to other patients, please try to keep noise to a minimum. We would also appreciate it if you would ask your visitors to turn their cell phones off while in the unit.

## VISITOR INFORMATION

- Our reception desk in the foyer will help your visitors to locate you.
- Please advise your visitors to check with the nursing staff if you are able to receive them.
- Only two visitors are allowed per patient.
- Please be aware that visits may be interrupted if it becomes necessary to administer medical care.

- Visitors may not bring you food or drinks without the approval of the nursing practitioner in charge.
- Alcohol and non-prescription drugs must be authorised by your medical practitioner.

## VISITING HOURS

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

Visits may be limited in your best interest.

## PASTORAL CARE

Patients are welcome to receive spiritual or pastoral visits during their hospital stay.

# HOSPITAL SERVICES FOR YOUR CONVENIENCE

## **CATERING**

Our catering service provides nutritious meals prepared to the highest standards and using quality fresh ingredients. Menu choices in our hospital are varied and appetising. Please contact the kitchen manager to discuss dietary requirements such as vegetarian, halaal and kosher. Your doctor will advise you if you need to consult a dietician and unit staff will be happy to assist you with menu choices.

### **Food and beverage service**

- Early morning tea/coffee
- Breakfast
- Mid-morning tea/coffee
- Lunch
- Afternoon tea/coffee
- Dinner
- Evening tea/coffee

### **Cafeteria**

Located in the main foyer

- Monday – Friday: 07:00 – 18:00
- Saturday: 07:00 – 12:00

## **Meals and snacks**

Patients – if allowed by their treating physician – or visitors can enjoy something to eat at our cafeteria.

## **Vending machine**

Located on the ground floor across from our pharmacy for patients and visitors.

## **SHOPPING**

Magazines, newspapers, flowers and snacks can be purchased at the cafeteria.

## **TELEVISION SETS**

These are available in all units. Headsets can be purchased at reception.

## **COMMUNICATION SERVICES**

WiFi is free. (See the display material in hospital for more information or ask the unit staff to assist.)

---

20% OF THE WATER YOU NEED COMES  
FROM FRUIT AND VEGETABLES.

# TELEPHONES AND CELL PHONES

Bedside telephones are not available, but the unit staff will be able to make a call on your behalf should you require this.

## **CELL PHONES**

- The use of cell phones is prohibited in certain areas.
- You are advised to put your cell phone on silent mode upon entering the hospital and switch it off in the critical care units, as it may interfere with our electronic equipment.

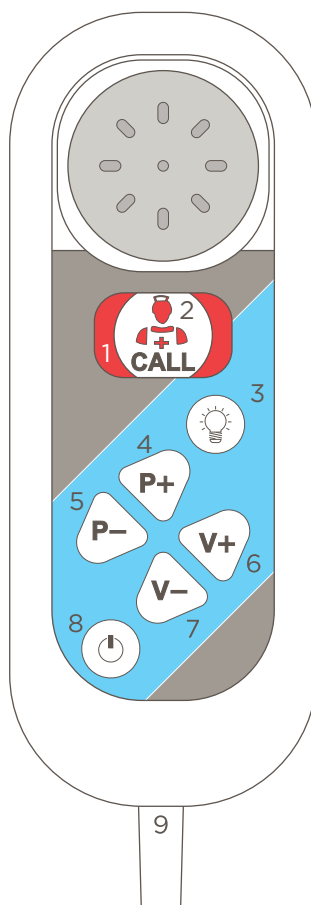


# BEDSIDE CALL SYSTEM AND RADIO/TV CONTROL UNIT

Your bed handset is easy to operate and allows you to choose your TV or radio stations, control volume and call for assistance should you require it.

Please ask a member of staff if you have any problems or questions regarding your handset.

- 1. Reassurance lamp**  
Lights up during nurse call.
- 2. Nurse call**
- 3. Bed light on/off**  
Press to switch the bed light on or off.
- 4. TV/Radio programme up**  
Press to change to the next channel.
- 5. TV/Radio programme down**  
Press to change to the previous channel.
- 6. Volume up**  
Press and hold to turn the volume up.
- 7. Volume down**  
Press and hold to turn the volume down.
- 8. TV/Radio control on/off**  
Press to turn TV/Radio on or off.
- 9. Plug for headsets**





# FIRE AND SAFETY

In the case of a fire or other emergencies, hospital safety officers will be on hand to help you. Detailed evacuation plans are available in each unit.

## IN CASE OF FIRE

- Remain calm
- Call for help
- Proceed to reception, or as staff direct you
- Keep to the left
- Do not attempt to put out fire
- Do not use the lifts

## IN CASE OF ARMED ROBBERY

- Remain calm
- Do not offer any resistance

## SUSPECTED BOMB THREAT

- Remain calm
- Call for help
- Report bomb to reception
- Do not attempt to remove bomb
- Do not use the lifts

## HOSPITAL NO SMOKING POLICY

In compliance with legislation governing smoking in public places (Act 12 of 1999), Mediclinic hospitals are deemed non-smoking zones. The hospital has designated smoking areas. Please ask a staff member to assist you in locating these areas.

Promulgation of Tobacco Products Control Act, 2010 (Act No. 1 of 2010)





## HOSPITAL SECURITY

Your safety is important to us. Security services are available on the premises. If you have any questions about safety and security, please contact the Unit Manager.

### **VALUABLES**

In most hospitals, there is a lock-up facility with a keypad next to each bed. Please make use of this facility for safeguarding your personal belongings.

Please be advised that the hospital cannot assume liability for valuables not deposited in the safe or those held by our staff without a valid receipt being provided.

### **FIREARMS**

These are not permitted in the hospital.

# ACCOUNT INFORMATION

Tariffs charged by Mediclinic hospitals are negotiated annually with medical schemes and specific insurance companies to support Mediclinic's ongoing commitment to affordable private healthcare. Benefits between medical schemes or insurance companies will vary and we advise you to familiarise yourself with your scheme's policies.

Please note that, should your medical aid scheme or insurance company fail to settle your account, you will be responsible for payment. Please refer to our tariff information leaflet available from reception for additional details on charges and payments.

## PRIVATE ROOMS

Availability of private rooms depends on the the procedure and length of stay of the patient. (We have single rooms but we do not charge extra for the use of such rooms to patients)

## PRIVATE PAYING PATIENTS

An estimated cost of hospitalisation is given which is payable upon

admission. Please note that, as this is only an estimate, there may be additional costs payable on discharge. The estimated cost does not include fees payable to doctors/specialists or costs incurred for radiology, pathology or any other additional services received at the hospital.

## PAYING YOUR BILL

Cash, credit and debit cards, and direct deposits (EFTs) are all accepted as means of payment.

## PATIENT REFUNDS

In the event of a refund being necessary, we will strive to expedite it as soon as possible. Please refer any queries about refunds to the Patient Administration Department.

## YOUR DISCHARGE CARD

Upon discharge, you sign out at the hospital reception desk by handing in the discharge card provided by one of the nursing staff members.

MEDICLINIC IS COMMITTED  
TO PROVIDING AFFORDABLE  
PRIVATE HOSPITAL CARE.

# PATIENT SATISFACTION

We appreciate your feedback as it provides us with an invaluable opportunity to improve the quality of our care. Best results are achieved when complaints are addressed promptly. To help you with your feedback:

- Daily patient questionnaire forms are distributed
- Personal patient review visits are done by members of nursing and hospital management teams

## **YOUR RIGHTS**

Any person negatively affected – or likely to be negatively affected – by the actions or decisions of Mediclinic has the right to lodge a complaint. A complaint can also be made on the affected person's behalf. Complaints will be listened to with courtesy, understanding and empathy. All complaints will be investigated thoroughly, timeously and impartially, with a proper explanation of the outcome. Information regarding patient rights is available at our nursing stations or supplied on request.

## **WE APPRECIATE YOUR FEEDBACK**

Patient questionnaire forms are supplied daily. Please use these to record your compliments, complaints or feedback. If you wish to supply your feedback verbally, please contact the Unit Manager or person in charge at that time.

The Unit Manager or Patient Experience Manager will address your complaints on the day they are lodged.

## **COMPLIMENTS**

Please direct your comments to any of the team members listed below (contactable via the switchboard operator) and we will acknowledge your feedback and recognise the member of staff concerned, if applicable.

- Unit Manager/shift leader
- Patient Experience Manager
- Nursing Manager
- Hospital Manager

## **PATIENT EXPERIENCE INDEX**

In addition to the tools mentioned above, Mediclinic makes use of a standardised, international Patient Experience Index to measure patient satisfaction. The index is independently administered by US-based Press Ganey – international healthcare performance improvement specialists.

On discharge, eligible patients will be sent an email link to complete the survey online. Patient feedback will be applied by our hospitals to consistently deliver the world-class patient experience you have come to expect.

# MEDICLINIC WINDHOEK PATIENT CARE UNITS AND TREATMENT SPECIALTIES

- Anaesthetics
- Ear, nose and throat (ENT) surgery
- Gastroenterology
- General surgery
- Gynecology and obstetrics
- Internal medicine (physicians)
- Maxillofacial and oral surgery
- Nephrology
- Neurosurgery
- Nuclear medicine
- Orthopaedics
- Paediatrics
- Pathology
- Psychiatry
- Radiology
- Spinal surgery
- Urology

## PATIENT SERVICES

### **MEDICLINIC BABY PROGRAMME**

Mediclinic Baby is a unique, free programme designed to support parents through pregnancy, birth and baby care.

Please enquire at reception if you are interested in finding out more or visit [www.mediclinicbaby.co.za](http://www.mediclinicbaby.co.za)

# ABOUT MEDICLINIC WINDHOEK

## HOSPITAL FACILITIES

- 118 Beds
- 5 Multimedia and laminar flow theatres
- Critical Care Unit
- Neonatal Critical Care Unit
- High Care Unit
- Neonatal High Care Unit
- 24-hour Emergency Centre
- IVF facilities
- Endoscopy Unit
- Renal Dialysis Services

## UNITS

### Lower Ground

- Neonatal High Care
- Obstetrics (A)

### Ground Floor

- Emergency Centre
- Surgical B
- Medical/Surgical E

## First Floor

- Paediatrics C
- Critical Care Unit
- Neonatal Critical Care Unit
- Theatre Complex
- Endoscopy Unit

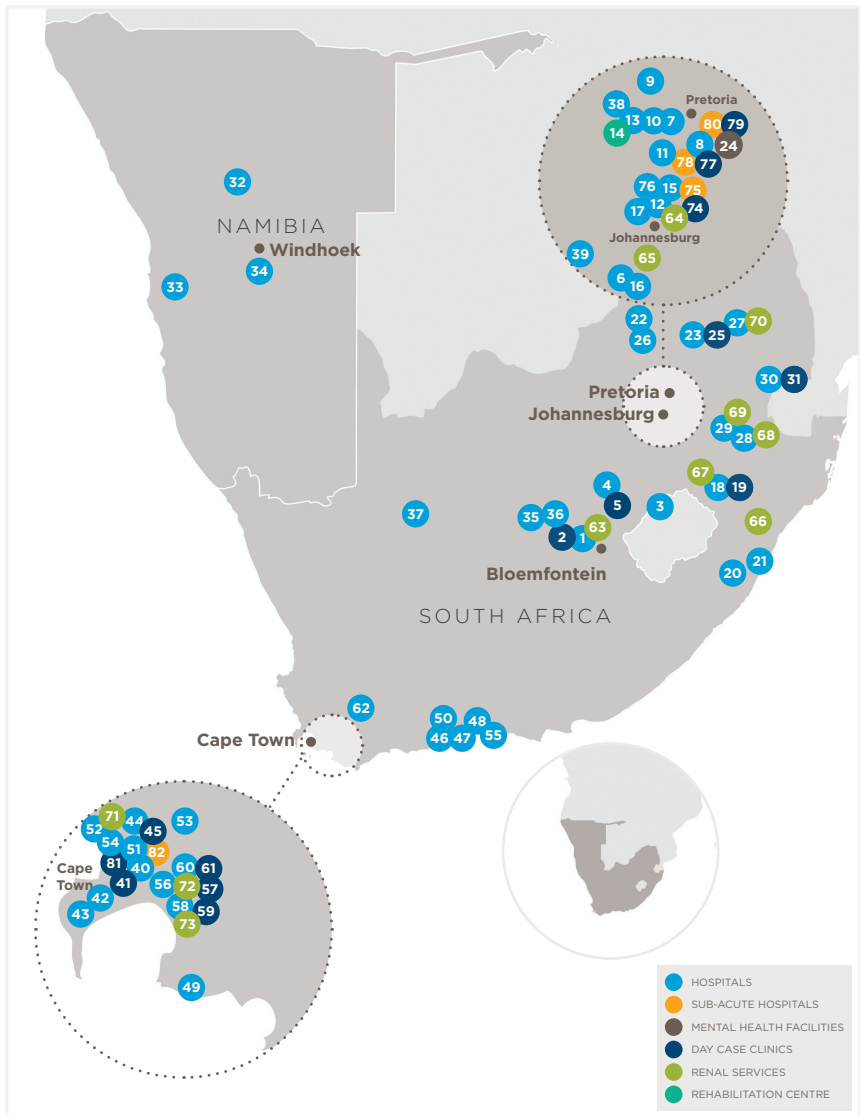
## OUR THEATRES

State-of-the-art laminar flow multimedia theatres ensure leading-edge surgical capabilities and maximise infection control.

For further medical information, contact the nursing staff or visit [www.mediclinic.co.za](http://www.mediclinic.co.za)



# OUR FOOTPRINT IN SOUTHERN AFRICA



## FREE STATE

- 1 Mediclinic Bloemfontein  
051 404 6666
- 2 Mediclinic Bloemfontein  
Day Clinic  
051 404 6100
- 3 Mediclinic Hoogland  
058 307 2000
- 4 Mediclinic Welkom  
057 916 5555
- 5 Welkom Medical  
Day Centre  
057 916 5631

## GAUTENG

- 6 Mediclinic Emfuleni  
016 950 8000
- 7 Mediclinic Heart Hospital  
012 440 0200
- 8 Mediclinic Kloof  
012 367 4000
- 9 Mediclinic Legae  
012 797 8000
- 10 Mediclinic Medforum  
012 317 6700
- 11 Mediclinic Midstream  
012 652 9000
- 12 Mediclinic Morningside  
011 282 5000
- 13 Mediclinic Muelmed  
012 440 0600
- 14 Mediclinic Muelmed  
Rehabilitation Centre  
012 440 0665
- 15 Mediclinic Sandton  
011 709 2000
- 16 Mediclinic Vereeniging  
016 440 5000

- 17 Wits Donald Gordon  
Medical Centre  
011 356 6000

## KWAZULU-NATAL

- 18 Mediclinic Newcastle  
034 317 0000
- 19 Mediclinic Newcastle  
Day Clinic  
034 317 0001
- 20 Mediclinic  
Pietermaritzburg  
033 845 3700
- 21 Mediclinic Victoria  
032 945 8200

## LIMPOPO

- 22 Mediclinic Lephalela  
014 762 0400
- 23 Mediclinic Limpopo  
015 290 3600

## MEDICLINIC MENTAL HEALTH SERVICES

- 24 Mediclinic Denmar  
Mental Health  
Services  
012 998 6062

- 25 Mediclinic Limpopo  
Day Clinic  
015 230 9400
- 26 Mediclinic Thabazimbi  
014 777 2097
- 27 Mediclinic Tzaneen  
015 306 8500

## MPUMALANGA

- 28 Mediclinic Ermelo  
017 801 2600
- 29 Mediclinic Highveld  
017 638 8000
- 30 Mediclinic Nelspruit  
013 759 0500

- 31 Mediclinic Nelspruit  
Day Clinic  
013 759 0501

## NAMIBIA

- 32 Mediclinic Otjiwarongo  
+264 67 303 734
- 33 Mediclinic Swakopmund  
+264 64 412 200
- 34 Mediclinic Windhoek  
+264 61 433 1000

## NORTHERN CAPE

- 35 Mediclinic Gariep  
and  
Mediclinic Kimberley  
053 838 1111
- 37 Mediclinic Upington  
054 338 8900

## NORTH WEST

- 38 Mediclinic Brits  
012 252 8000
- 39 Mediclinic Potchefstroom  
018 293 7000

## WESTERN CAPE

- 40 Mediclinic Cape Gate  
021 983 5600
- 41 Mediclinic Cape Gate  
Day Clinic  
021 983 6000
- 42 Mediclinic Cape Town  
021 464 5500
- 43 Mediclinic  
Constantiaberg  
021 799 2911
- 44 Mediclinic Durbanville  
021 980 2100
- 45 Mediclinic Durbanville  
Day Clinic  
021 980 2135
- 46 Mediclinic Geneva  
044 803 2000



- 47 Mediclinic George  
044 803 2000
- 48 Mediclinic George  
Neuro Clinic  
044 803 2000
- 49 Mediclinic Hermanus  
028 313 0168
- 50 Mediclinic Klein Karoo  
044 272 0111
- 51 Mediclinic Louis Leipoldt  
021 957 6000
- 52 Mediclinic Milnerton  
021 529 9000
- 53 Mediclinic Paarl  
021 807 8000
- 54 Mediclinic Panorama  
021 938 2111
- 55 Mediclinic  
Plettenberg Bay  
044 501 5100
- 56 Mediclinic Stellenbosch  
021 861 2000
- 57 Mediclinic Stellenbosch  
Day Clinic  
021 861 2000
- 58 Mediclinic Vergelegen  
021 850 9000
- 59 Mediclinic Vergelegen  
Day Clinic  
021 850 9296
- 60 Mediclinic Winelands  
Orthopaedic Hospital  
021 861 6300
- 61 Mediclinic Winelands  
Day Clinic  
021 861 2000
- 62 Mediclinic Worcester  
023 348 1500

## MEDICLINIC RENAL SERVICES

### FREE STATE

- 63 Mediclinic Bloemfontein  
Renal Services  
044 010 0076

### GAUTENG

- 64 Mediclinic Morningside  
Renal Services  
011 282 5000
- 65 Mediclinic Soweto Renal  
Services  
010 476 2102

### KWAZULU-NATAL

- 66 Mediclinic  
Pietermaritzburg  
Renal Services  
033 845 3700

- 67 Mediclinic Victoria  
Renal Services  
032 945 8286

### LIMPOPO

- 68 Mediclinic Limpopo  
Renal Services  
015 290 3600

### MPUMALANGA

- 69 Mediclinic Highveld  
Renal Services  
017 638 8000

### NORTH WEST

- 70 Mediclinic Potchefstroom  
Renal Services  
018 293 7004

### WESTERN CAPE

- 71 Mediclinic Milnerton  
Renal Services  
021 529 9000
- 72 Mediclinic Stellenbosch  
Renal Services  
021 861 2000
- 73 Mediclinic Vergelegen  
Renal Services  
021 861 2000

## INTERCARE DAY HOSPITALS

### NORTHERN

- 74 Intercare Sandton  
Day Hospital  
010 880 1400
- 75 Intercare Sandton  
Sub-acute and  
Rehabilitation  
Hospital  
010 880 1600
- 76 Intercare Medfem  
Hospital  
011 463 2244

### TSHWANE

- 77 Intercare Irene Day  
Hospital  
012 941 2600
- 78 Intercare Irene  
Sub-acute and  
Rehabilitation  
Hospital  
012 941 2600

- 79 Intercare Hazeldean  
Day Hospital  
012 880 0700

- 80 Intercare Hazeldean  
Sub-acute and  
Rehabilitation  
Hospital  
012 880 0700

### WESTERN CAPE

- 81 Intercare Century  
City Day Hospital  
021 879 0100
- 82 Intercare Tyger Valley  
Sub-acute and  
Rehabilitation  
Hospital  
021 943 9800