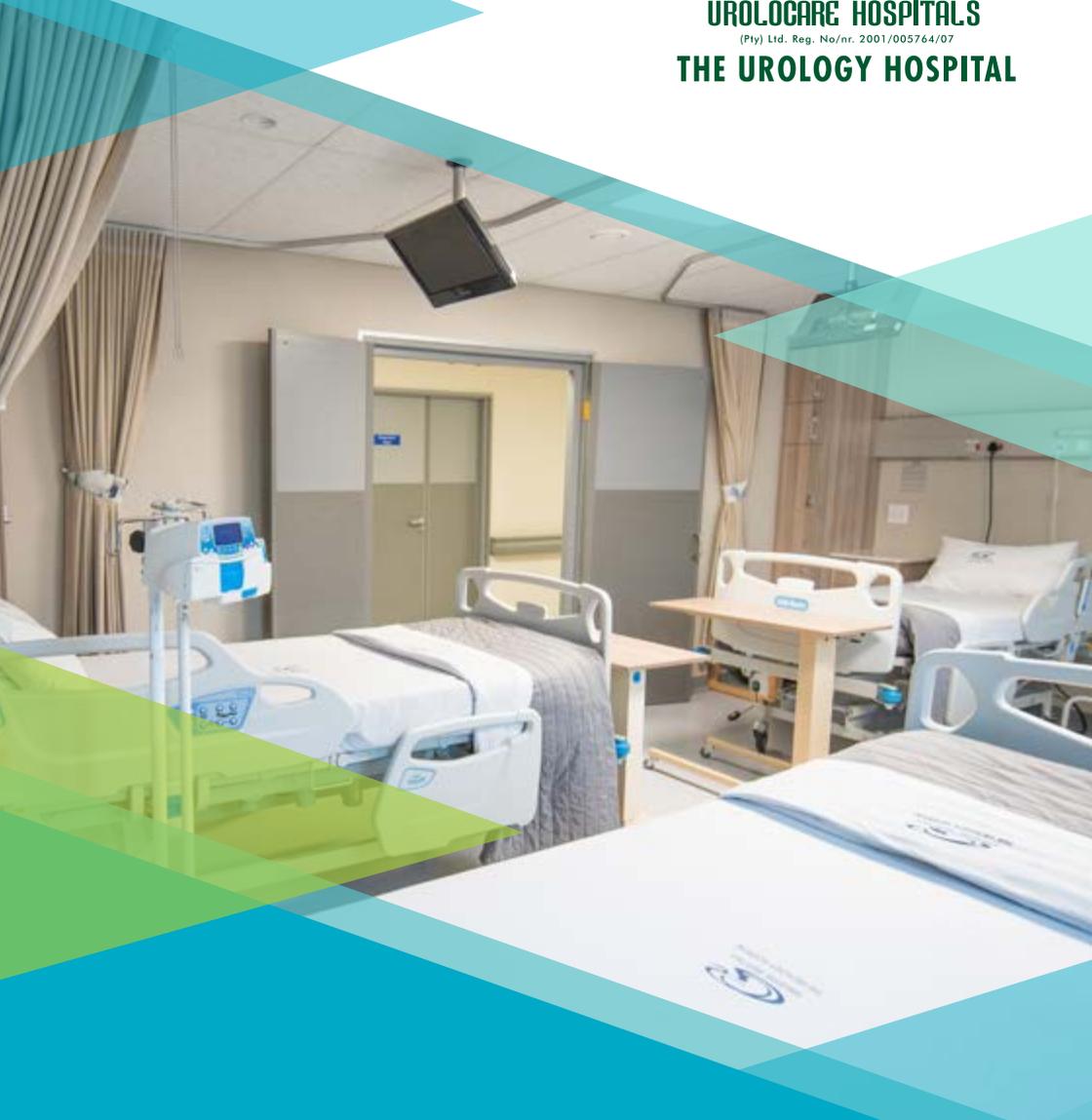




UROLOCARE HOSPITALS
(Pty) Ltd. Reg. No/nr. 2001/005764/07
THE UROLOGY HOSPITAL



INFORMATION BROCHURE

PRE-ADMISSION

Pre-admissions should be carried out at least 72 hours prior to admission in order to provide patient information and identify possible health risks and medical aid queries.

Pre-admission forms are available at doctor's rooms, hospital reception or on www.urology.co.za.

Completed forms can be faxed to (012) 342 1233 or e-mailed to preadmissions@urology.co.za

Medical aid patients should obtain a pre-authorisation number from their medical aid, 72 hours prior to admission. Please note the patient/main member remains responsible for obtaining the pre-authorisation number.

Private patients need to obtain a cost estimation prior to admission from patient administration.



ADMISSION

Medical aid patients should present their medical aid card and identity document/passport on admission. Private patients need to present their identity document/passport and will be required to pay the estimated cost on admission.

Unless otherwise requested by your doctor, patients should arrive 2-3 hours before scheduled theatre time and report to the information desk.

Patient admissions will be prioritised according to theatre times.

Inquire at reception for free patient WiFi. Additional patient WiFi packages can also be purchased.

WHAT TO PACK FOR OVERNIGHT STAY

All home medication in their original packaging.

Any relevant medical reports such as X-rays, letter from the doctor, medical devices such as CPAP machines, and blood glucose machines.

Electronic equipment such as laptops, cell phones and other electronic devices are brought to the hospital at own risk. We do not have facilities to lock away any items larger than a cell phone.

Reading material, sleepwear, slippers, toothbrush, toothpaste, shower gel, wash cloth and shaving items. Please note that towels are available in the wards. Please do not bring your own.

For infection prevention purposes, please DO NOT bring your own pillows, blankets or any other bed linen with.

Cell phone earphones fit on the TV remote. Otherwise it can be purchased at reception.

WHAT TO PACK FOR YOUR CHILD FOR OVERNIGHT STAY

Favourite toy, book or blanket.

Nappies, toiletries, baby bottles, dummies and formula milk for babies/toddlers. Please note that the hospital does not stock these items.

A t-shirt for your child (under 12 years of age) to wear to theatre to replace a theatre gown if preferred.

Only parents/grandparents are allowed into the children's ward. No siblings or any other child under 12 years are permitted to visit. Parents may appoint a responsible adult to sit with the child if they are unable to do so themselves.

Should your child be admitted to the day ward, only the parents or an appointed responsible adult of the parent's choice may stay with the child. No children under 12 years are allowed as visitors in the day ward.





HOSPITAL RULES

Approval from management should be obtained for guide dogs and special needs animals to enter the hospital.

At The Urology Hospital we respect patient privacy. In order to protect patient confidentiality, you are not allowed to take photos of patients in the hospital.

Please refrain from bringing valuables (jewellery, cellular phones, iPods, laptops, expensive perfume, etc.) and firearms to the hospital.

Any firearm brought into the hospital by a patient/visitor must be handed in at security for safe keeping. The firearm will be returned to you upon discharge. Only law enforcement officers who are on duty, will be permitted to keep their firearms on their person.

The hospital is a smoke free facility. Smoking is prohibited on the hospital premises at all times. Smokers (patients only) may utilize the dedicated area should it be required. The hospital accepts no responsibility when patients choose to smoke and they have been advised against it by our nursing staff/Doctors.

A dedicated contact person's details should be provided on admission.

Parking is at own risk.

FINANCES

All medical aid accounts are submitted electronically to the medical aid after discharge, however members remain responsible and liable for the account until full settlement by the medical aid/member.

Items not covered by your medical aid must be settled on discharge, i.e. private room fees, telephone calls, levies and co-payments, etc.

Private patients will be required to pay an estimated cost on admission, based on a quotation obtained from patient administration.

Should you wish to discuss any of these fees, please feel free to contact Patient Administration at (012) 423 4000 or e-mail urology@urology.co.za.

Services provided by specialists, anaesthesiologists, radiologists, pathologists, physiotherapists and other healthcare professionals will not be included in the hospital account and will be charged separately by the different practices.

PATIENT MEALS

A dietician may prescribe a specific diet for you upon request from your doctor.

Special meals (kosher and halaal) are available on request. Please inform the admissions staff of your dietary requirements.

Infant formulae are not supplied. Parents should supply their own formulas and bottles.



VISITOR INFORMATION

A Coffee Shop is available for your convenience. Please note this is an independent facility from the hospital.

Visiting times have been set to allow your loved ones to rest and recuperate. This also allows the nursing staff time to complete their rounds, and doctors to visit the patients.

Please adhere to visiting hours as stipulated below, you will not be allowed to sit with your family member outside of the visiting hours.

Please do not make phone calls or talk loudly on your cell phone. This is a disruption to other patients and visitors.

For infection control purposes no children under the age of 12 years are allowed to visit patients in the wards, day ward or ICU.

No one, except the patient, is allowed on the beds.

Only two visitors per patient are allowed in the Wards and ICU.

As per the Protection of Private Information (POPI) act, please appoint one family member to be the spokesperson for the family. This person will be given certain information to pass onto the family and will be the contact person for the treating medical team. **NO CLINICAL INFORMATION REGARDING ANY OF OUR PATIENTS WILL BE GIVEN TO ANYONE OVER THE PHONE.**

All visitors to ICU are requested to put an apron on and wash their hands on entering and leaving the unit. No flowers are allowed in ICU.

Visitors can purchase WiFi packages at reception.

VISITING HOURS

WARDS	ICU
10h30 – 11h00	
15h00 – 16h00	15Hh00 – 16h00
19h00 – 20h00	19h30 – 20h00

Visitors may be requested to leave the ward/ICU at any time if required. In the event of this happening alternative visiting times will be discussed.



SERVICE MONITORING AND EVALUATION

You are requested to participate in all monitoring systems the hospital promotes to improve the quality of service whilst in hospital, or share your experience during your hospital stay to urology@urology.co.za

COMPLAINTS PROCEDURE

All patients, family and friends have the right to complain. The complaint will be investigated thoroughly, promptly and impartially and appropriate feedback will be provided.

A complaint should be lodged as soon as possible and not later than one month after the event has occurred.

The complaint should be lodged verbally or in writing to the Unit Manager or Executive Nursing Manager whilst in hospital.

In the event that the patient is unable to lay the complaint themselves then a complaint may be lodged on behalf of the patient.

DISCHARGE

On discharge please collect your take home medication (TTO medication) from the Pharmacy.

A pink discharge note is issued in the ward that needs to be presented at the pharmacy. Most medical aids do not have specific benefits for TTO medication and the TTO script will be issued through the retail pharmacy from your day-to-day benefits.

We recommend that day patients should arrange transport when discharged. It is medically advised that you do not drive within 6 hours following anaesthesia, if you do so it is at your own risk.



PHARMACY

We have a retail Pharmacy available in our Hospital for your convenience.

Pharmacy hours

Weekdays:	08h00 – 19h00
Saturday:	08h00 – 14h00
Sunday/Public Holidays:	09h00 – 12h00

Please note that the Hospital practices the substitution of original medication with generic medication. Should you prefer to have original medication then please inform your doctor when he is prescribing your medication to take home.

INFECTION CONTROL

To prevent cross-infection the hospital has strict measures in place and family/visitors are requested to comply with the Infection Control Regulations.

Patients who are isolated may only have one visitor during visiting times. Please follow the directions given to you by the nursing staff.

If you were isolated in a previous hospital, please inform the nursing staff on admission.

No visitors may sit/lie on a patient's bed or any open bed in the wards.

Please note that we might perform specific tests on admission or during the course of your stay. These tests are for your safety and should your medical aid not cover the cost, you will be held liable for the cost of the tests.

HOSPITAL FACILITIES

- Pharmacy
- Nuclear Medicine
- Pathologists
- Radiologists
- Dialysis Unit
- Urodynamic Unit
- Dietician
- Physiotherapists
- Pelvic Wellness Clinic

CONTACT INFORMATION

Tel: (012) 423 4000

Fax: (012) 342 1233

Email: urology@urology.co.za

Cnr Grosvenor & Pretorius St, Hatfield,
Pretoria, 0083, South Africa
P.O. Box 13271, Hatfield, 0028

www.urology.co.za

For more information or inquiries
SMS the word **“INFO”** and your
email address to 33000
(SMS charged at R1.50)

