

26 February 2024

Healthcare Services:

1. Emergency Care:

In the event of an emergency, residents can access the Telecare Emergency service by following these steps:

- In case of an emergency press the red button on the Telecare device.
- Upon activation, the telecare system connects resident to a 24-hour call centre.
- The call centre will initiate and immediately dispatch an ambulance.
- The call centre will alert reception and relevant on-site personnel.

2. Care Giver (Paid for basis)

The Care Giver is available to provide essential support to residents during the night (Monday- Sunday 19h00 to 07h00). The scope of assistance includes but is not limited to:

- Hygienic needs
- Meal's assistance
- Emergency support
- Medication assistance
- Comfort and Companionship

3. Weekly visit (Thursday) from Enrolled Nurse – Sharon Adams

During her weekly visits Sharon will provide a range of essential healthcare services aimed and promoting the well-being of residents.

- Healthcare Assessments – Assessing vital signs, mobility and other relevant health indicators
- Medication Management
- Medical procedures e.g. wound and stoma care
- Health Education
- Consultations

4. Process for residents needing assistance outside of specific hours.

Residents needing assistance outside of the specific hours, can contact Village Management - who will escalate to the request to healthcare for coordination.

5. Non-Chargeable Services:

The Annual DQ98 Assessment is a proactive and comprehensive evaluation conducted by our healthcare professionals to assess the dependency levels and care needs of each resident. The DQ98, or Dependency Questionnaire, is a standardized tool used to gauge the level of assistance required by individuals in various aspects of daily living. This

assessment is an integral part of our commitment to ensuring the well-being and personalized care of our residents.

6. Chargeable Services (Most Medical Procedures covered by Medical Aid)

- Residents who require information or advice on medical procedure should initiate the process by contacting Village Management who will escalate to Healthcare Case Management
- The Healthcare Case Manager will guide residents through the pre-authorization process with their medical aid

7. Weekly visit from Medical Practitioner:

- Dr F Kimmie would be available for home call outs.
- Please arrange with Bergvliet Reception if you would need a Dr's visit
- The charge would be per consultation, and would be submitted to medical aid, any balance must be paid by the resident
- General Consultation R700 (Minimum of 2 residents)
- Urgent Call Out R1350

8. Multi-Disciplinary Team (MDT) – Physio, Occupational and Speech therapist

- The Multi-Disciplinary Team (MDT) is a specialized group of healthcare professionals dedicated to providing comprehensive care, particularly for residents requiring assistance, especially in the post-hospitalization period.
- This structured approach ensures that residents, receive the necessary MDT services post-hospitalization and that the financial aspects, are managed efficiently through direct submission to the medical aid.

9. Sub-Acute Services – Muizenberg Healthcare Centre

Admission Criteria:

- Recent hospitalization
- Complex medical needs
- Recovery and Rehabilitation
- Bridge between hospital and home
- Specialized Medical Care

10. Hospital Visit Coordination

The Healthcare Team will visit residents whilst you are in hospital, coordinating post-hospital assessment evaluating residents' health status and determine on-going care requirements.

Communicating directly with treating specialists to obtain detailed information on the resident's diagnosis, treatment plans, and recommended post-hospitalization care.

- The Evergreen Health Case Manager, takes the lead in initiating contact with the resident's medical aid provider.
- Submitting authorization requests to the medical aid for various transitional care services, ensuring coverage for recommended interventions.
- Organizing all authorized transitional care services covered by the medical aid, including sub-acute care, home care, and MDT services.
- Serving as a liaison between the healthcare team, specialist, and the medical aid to ensure clear communication and understanding of the resident's care needs.

Regards

Elize Porter
Managing Director
Evergreen Health