

HEALTHCARE AT EVERGREEN BROADACRES

Healthcare at Evergreen is broad-based. It is run by Evergreen Health (EH) which is a separate company to that of the Village management (ELV). It is responsible for the Care Centre and all the other medical services available in the village and it employs all the medical staff. It is still overseen by the Village Manager.

Care Centre

The Care Centre occupies the whole of the 1st floor area above reception and the clubhouse. There are facilities for 32 patients with a large sitting/dining area and an outside patio. It also has rooms for other medical visits or minor procedures that may be required. It is managed by Marius Grobler who is on duty from Monday to Friday between 8am and 5pm and may be contacted after hours in case of an emergency. A Registered Nurse and several assistant nurses are also on duty 24/7. (Care Centre - Ext 1203).

The Village Nurse

Sister Kate Powell was appointed as the Village Nurse in September 2022. She carries out the DQ98 consultations prior to a resident moving in. Statutory national regulations require that every resident undergoes a follow up DQ98 consultation annually. These are not intrusive but help to monitor changes in health and medication and to decide if more detailed, regular assessments are sensible or necessary,

Sister Kate is the person to contact should a resident feel ill or need advice. She will also arrange health checks such as blood pressure measurement, blood and urine tests, or wound or stoma care.

It is possible that a resident may need urgent admission to hospital. She and/or Marius will call an ambulance and with the help of management ensure that the next of kin are informed. On return, or at any time, she may recommend that a person has a carer. Also, if one resident is in hospital and his/her spouse is unable to manage on their own, she will help arrange for a carer in consultation with the family.

Overnight stays in hospital

If a resident is admitted to hospital even for an overnight stay, it is essential that Sister Kate (katep@evergreenlifestyle.co.za or telephonically on Ext 1203) or Village Management is informed. This will allow for a check to be made on the individual's return to ensure that all is well or to arrange any extra care may be required. It will also allow for Village Management to alert telecare that there will not be anybody to answer the morning call. Thus, preventing management being dispatched to check on unanswered morning call units.

Telecare

1. Each house is fitted with a Telecare system in case of emergencies.

The RED button contacts Telecare directly. If you or your partner is experiencing a medical emergency, DO NOT HESITATE to push the red button. The call centre operator will communicate with you to establish what kind of help is needed and dispatch medical help immediately if required.

The BLUE button is your morning call button. This is turned on at the time you indicated you want your morning call actioned during your handover. The light will come on and will be flashing. Press it in order to turn it off each day or you will receive a call to see if you are actually alright or perhaps may need help.

2. The Apartments have a different device. It looks more like a telephone.

There is a portable RED BUTTON for emergencies which can work in the bedroom and shower as well as in the sitting room.

The blue button is replaced by a simple system where you simply swipe the tag attached to the machine on getting up. If you fail to turn it off, you will receive a call to ensure that you are alright.

Charges

There is no charge for the DQ98 consultations or the normal follow up by Sister Kate. Should you request a visit or need medical services a charge will be made by EH. A list of charges is attached. The charges will be reviewed annually with the new tariff expected in July 2023.

Dealing with the medical aid schemes

EH does not currently have a practice number. This means that should someone need a step-down facility following an operation or illness, the medical aid is very unlikely to assist financially with a stay at the Evergreen Care Centre. Some medical aids do cover a certain number of days under home care. Speak to Marius Grobler to assist you in finding out what your medical aid might cover.

Payment for other services

Many residents require regular blood tests or injections, help with oxygen, catheterisation, wound or stoma care, etc. EH has an arrangement with Discovery Health, which includes the other schemes which they administer, whereby they may give authorisation for minor procedures carried out at Evergreen. For members of other schemes, EH by using the practice numbers of their nurses, may also be able to obtain authorisation. If you receive a pre-authorisation letter from your GP or specialist, EH are very happy to carry out the paperwork required and do their best to get authorisation from your medical aid for you. The charges for residents without authorisation are in line with those published by the Council for Medical Schemes (the medical aid rate).

EH has produced a document which explains fully how it works with medical schemes and copies can be supplied by the Care Centre.

Essential contact details

Unit Manager: Marius Grobler Email:- mariusg@evergreenlifestyle.co.za
Contact number:- Ext 1203 or in cases of emergency only: 082 218 4206

Care Centre Ward Secretary
Sipho Makhutla Email:- siphom@evergreenlifestyle.co.za
Contact number Ext 1220 or in cases of emergency only: 079 579 4297

Village Nurse
Kate Powell Email:- katep@evergreenhealyh.co.za
Contact number:- Ext 1203 or in cases of emergency only: 082 330 4661