

Date: 11 November 2024

COMM-20251111

## RESIDENTS' COMMUNICATION ON EVERGREEN HEALTH SERVICES

This communication is the first in a series of communications intended to answer frequently asked questions on Evergreen Health services and is intended to provide a broad overview of the services that are available from Evergreen Health.

### HOSPITALIZATION

#### Heading into Surgery or Hospitalization?

Please remember to inform Evergreen Healthcare as soon as possible after an emergency hospital admission has occurred or prior to admission for a planned procedure.

#### Why This is Important:

- If you are scheduled for surgery or admitted into the hospital, it's essential that our healthcare team is aware. By notifying us early, we can ensure that everything is in place for your care, after your hospital stay.

#### Who should be informed?

**Kate Powell: ext:1222**

**Marius Grobler: ext:1203**

#### Patient Referral Form:

This form is used to facilitate applying for medical aid funding for post operative support after discharge from hospital if required. It is important to note that medical aids do not all cover the same care and individual engagement may be required on behalf of individual residents. Please take the **Evergreen Healthcare Centre Hospital Referral Form** (copy attached) with you when you go to the hospital. Your specialist will complete it, including the necessary **ICD 10 codes**, which are required for medical aid to process and cover post hospitalisation support, which you may need.

#### Post-Hospitalization Support:

- While **Evergreen Broadacres is not a Sub-Acute (step down) facility**, you are welcome to be admitted into our Healthcare Centre after your hospital stay, whether post-operation or other procedure which may require follow up support.
- **Evergreen Health** will apply for medical aid authorization. Even though Broadacres is not a Sub-Acute (also called step down) facility, the medical aid may still consider paying a **daily home care rate**, and the resident would only be responsible for paying the difference.
- **Evergreen Health** already has strong relationships with Managed Care Organisations managing most medical aids

- **Healthcare Centre daily rates** may vary depending on the diagnosis and care needed post-op. However, residents will continue to pay **resident daily rates** and **not private rates**.

#### **Home Care Services:**

- If you need **home care** after your discharge, your specialist would also need to complete the Evergreen Health hospital form, which will be required to apply for medical aid funding. We can assist with applying to your medical aid for authorization while you're still in the hospital.

#### **Daily Communication with Case Managers:**

- **Evergreen Health** communicates daily with hospital **case managers** regarding your condition and any **medical services** needed post-discharge, ensuring smooth coordination of care.

#### **Multidisciplinary Care Team:**

- Our residents have access to daily support from **physiotherapists, occupational therapists, and speech therapists**, whether in our Healthcare Centre or at home.
- Evergreen Health has a contract with Hector Naidoo and Associates (HNA) for these services. If residents are admitted into the Healthcare centre, they should be aware that HNA is Evergreen Health's preferred service provider, and residents are therefore not permitted to use external service providers for these services. (HNA) is the preferred service provider for Physiotherapy and Occupational Therapy in the Healthcare Centre.
- Residents are welcome to consult with their own Physiotherapist or Occupational Therapist if they prefer once at home

#### **Discharge Planning:**

- Hospitals usually begin planning your discharge on **day one** of your admission. Informing Evergreen early ensures a seamless transition from hospital to home or care centre.

For assistance, please contact **Evergreen Health**.

Kate Powell Ext 1222

Marius Grobler Ext 1203

