

Date: 23^h August 2023

Dear Resident,

Diep River Residents Access to Healthcare Services

We are pleased to inform you of the range of healthcare services available to you within your Evergreen Village. Our commitment to your well-being has led us to provide comprehensive medical care and support tailored to your needs.

Healthcare Services Available: Enrolled Nurse Sharon Adams will be available every Monday and Friday from 08:00 to 17:00, offering consultations and medical procedures such as wound care. It is important to note that most medical procedures are eligible for coverage through your medical aid.

Home Care Services: We offer the arrangement of home based Care workers who are available for durations ranging from 6 to 24 hours. This service is expertly overseen by our Registered Nurse. Our home care services encompass a wide range of aspects including hygienic care, medication management, injections, IV therapy, stoma care, and catheter care.

Tariff for Home Care:

- 1 to 6 hours: Hourly Rate of R70
- 7 to 12 hours: Hourly Rate of R55
- Day Shift (12 hours): Monthly Rate of R17,800
- Night Shift (12 hours): Monthly Rate of R17,800

We emphasize that medical procedures requiring pre-authorization can be conveniently claimed through your medical aid.

Multidisciplinary Care Team: Our multi-disciplinary team comprises professionals such as physiotherapists, occupational therapists, speech therapists, dieticians, and social workers. This collaboration ensures a holistic approach to your well-being.

Frail Care: For individuals in need of long-term or short-term professional care, our Muizenberg Care Facility offers round-the-clock support. We extend a special discounted rate for Frail Care Services to all Evergreen Residents.

Frail Care Tariff:

- Monthly: R34,000
- Daily: R1,400

Muizenberg Sub-Acute Facility: Our Care Facility is officially licensed by the Department of Health as a Sub-Acute facility. This allows us to provide short-term care to resident's post-hospitalization. Your medical aid will cover the cost of this care. To facilitate this process, kindly inform us when you are admitted to the hospital, enabling our Case Manager to promptly seek authorization for Sub-Acute Care or Home Care following hospitalization.

Emergency Care:

In the event of an emergency, please press your Telecare Emergency panic button OR lift the black internal phone and do not dial out, an operator will answer and ask you how they can help you and what emergency you are calling about.

This will connect you to a call centre, which will promptly dispatch an ambulance. Speak to the person as clearly as you can and they will put the emergency protocols in place

Time is of the essence during emergencies, and immediate medical attention can significantly impact the outcome.

We remain dedicated to your health and well-being. Should you require any further information or assistance, please do not hesitate to reach out to Village Manager, Christine Dempers, or the Healthcare Team.

Yours sincerely

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