

19 June 2026

Dear Residents,

We would like to remind you of the healthcare services available at Evergreen Noordhoek:

1. Telecare:

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

- In case of an emergency press the Telecare panic Button.
- Upon activation, the system connects resident to a 24-hour call centre.
- The call centre will contact you through your device to establish the level of response required.
- The call centre will initiate and immediately dispatch an ambulance.
- The call centre will alert reception and relevant on-site personnel.

2. Noordhoek Healthcare Centre

For any requirements related to short or long-term care, residents are encouraged to reach out to our healthcare department. Depending on the specific needs of the resident, our Healthcare team is readily available to arrange appropriate staff, ensuring care is available when necessary.

3. Care Giver (Paid for basis)

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

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

4. Registered Nurse Sylvia (June) Koopman Monday to Friday

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. Including wound care, stoma care, catheter care, injections, and other clinically indicated nursing procedures. Where applicable, these services may be claimed from your medical aid using Evergreen Health's Practice (PR) numbers. Please note that payment by your medical aid is subject to the specific scheme rules and, in most cases, prior authorisation. Residents requiring these services are encouraged to contact the Registered Nurse, (June) who will assist with the authorisation application process and advise on potential medical aid funding.
- Health Education
- Consultations

Please note that medical aid funding and authorisation remain at the discretion of the member's medical aid scheme and are not guaranteed by Evergreen Health.

5. 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.

6. 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.

7. 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.

8. Weekly visit from Medical Practitioner:

- Dr Conradie would be available for home call outs.
- Please arrange with Noordhoek Reception or Healthcare 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 R730 less Evergreen Resident discount

9. 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.

10. Sub-Acute Services – Muizenberg Healthcare Centre Admission Criteria:

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

11. 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.

For more information or to make a booking, please feel free to reach out to Village Management or the Healthcare Team. We are here to ensure you have convenient access to the specialized care you may require.

Regards

Stephan Lloyd
General Manager