



Date: 06<sup>th</sup> March 2020

EVERGREEN HEALTH (PTY) LTD

Dear Evergreen Residents

With effect from 1<sup>st</sup> May 2020 Evergreen Health will take over the management of our Clinic and Care Centre at Muizenberg. This is the first step in our strategy to bring our healthcare services in-house to ensure that we improve service levels.

### Healthcare Team

#### Healthcare Risk and Compliance Manager

Dr Guin Lourens Healthcare Risk and Compliance manager, is responsible for developing Standards, Policies and Procedures for all our clinics and Care Centre's and ensuring that we comply with Statuary Regulations as well as COHSASA standards. COHSASA is an internationally recognized accreditation Company that measures compliance and Care levels in Private Hospitals.

#### Care Manager

Melanie Carstens will consult with residents and their families when requested or required, and also to investigate any incidents or accidents that occur within the Evergreen Care System.

#### Care Services

Services will be offered and charged in terms of Board of Healthcare Funder Rates (BHF)

- Medical and Nursing procedures such as wound care, catheterization and IV therapy.
- Placement of Nurses or Care workers for day and night homecare.
- Hospital visits and assistance with post-operative care
- Health risk assessment and chronic disease management
- Multi-disciplinary services delivered in the home, which may be charged directly to the residents' medical aid: Physiotherapy/Occupational therapy/Speech therapy/Dietician/Psychiatrist

#### Emergency Care

Emergency Care should always be summoned via the Telecare unit in every home and apartment and not via the Clinic Nurse. This will ensure that the ambulance and paramedic is dispatched immediately.

We will invite all our residents for a group discussion in April.

Do not hesitate to contact your Village Manager with any questions you may have.

Sincerely

Elize Porter

Managing Director: Evergreen Health