

Circular 032/2024

18th December 2024

Dear Resident,

EVERGREEN HEALTH SERVICES/STEP DOWN FACILITY

Some residents are not aware of what services Evergreen Health provide and so we have outlined a broad overview of the Care Centre and its sub-acute or step down facility as well as home-based carer options, available at the Village.

Firstly, it is important that you advise the Village Manager should you or your spouse be admitted to hospital to receive medical treatment. Part of our Care Centre service is to provide residents, returning from hospital with check-ins and to ensure you have the necessary help and assistance required to aid recovery. It is however difficult to provide this service if we are not informed.

We realise that sometimes your hospital visit might be the result of an emergency situation or a sudden decision where you don't have a lot of time to plan. Please ask your spouse, family member or even your neighbour to advise us. You can even send us a WhatsApp message.

Evergreen Health is a Sub-Acute/Step Down facility and they can apply for medical aid authorisation with the necessary ICD 10 codes to ensure that all costs are covered by your medical aid, once you are discharged from hospital.

Residents will have access to a private room, qualified medical staff and to a multi-disciplinary team from physiotherapists, occupational therapists and speech therapists to ensure full recovery. Whilst you are in hospital, the health team communicates with the hospital case managers on a daily basis about your condition and medical services required post-discharge to ensure a smooth transition and co-ordination of care.

If you require home based care after your discharge, Evergreen Health could provide and manage carers, depending on your specialists' direction, to ensure that you are looked after in the privacy of your home and receive the best care possible.

Should you wish to obtain additional information about the care centre and facilities, please contact Melanie Carstens on email melaniec@evergreenlifestyle.co.za

Kind Regards



CHRISTINE DEMPERS
Village Manager