



LIFE REHABILITATION

PATIENT ADMISSION INFORMATION

WELCOME TO LIFE REHABILITATION

Before you embark on the journey of rehabilitation we encourage you to take a moment to read through this leaflet. It will help you to become familiarised with the rehabilitation process and to ensure that your stay with us is as comfortable and successful as possible.



What is rehabilitation?

According to the World Health Organization, rehabilitation is "a process aimed at enabling people with disabilities to reach and maintain their optimal physical, sensory, intellectual, psychological and social functional levels. Rehabilitation provides tools for people with disabilities, to attain independence and self determination."

In short we will do our very best to work with you to recover and become physically, emotionally and mentally stronger.

Rehabilitation journey

The healthcare professionals at Life Rehabilitation aim to improve quality of life through teaching patients new skills and helping them to gain independence. This is achieved through tailoring rehabilitation programmes based on patient needs and abilities.

Every patient is assessed in full by the interdisciplinary team. After consultation

with the patient and their family, the rehabilitation team will assist with setting realistic and achievable goals with the correct intensity of intervention that will result in the best possible outcomes.



The rehabilitation programme in the unit includes, but is not limited to the following:

- individual therapy sessions
- group therapy sessions
- participation in activities of daily living such as dressing, bathing, bladder and bowel management within the ward environment
- assessment and recommendation of assistive devices and therapy equipment
- ward rounds
- education
- team and family meetings

Admission procedure

The following documents are required on admission:

- identity document (not driver's license)
- medical scheme membership card
- current medication in original containers (to be given to the nurse in charge)

Please note:

The admission document must be signed at reception. A family member is to assist in this regard if the patient is unable to do so.

Clothing

The aim of rehabilitation is to promote patient wellbeing. Therefore we promote wellness and recommend that patients wear comfortable clothing for exercising rather than wearing pyjamas or hospital gowns. Patients with families living nearby should send laundry home for washing. Patients with no family or friends in the area can be assisted with laundry on our premises. Please discuss this with the unit manager. Please mark all clothing clearly with a permanent marker so that it can be easily identified.

We suggest that the following items be brought to the unit for the patient to wear during their stay:

- t-shirts / button down shirts
- shorts / long pants
- underwear
- socks and closed shoes (e.g. takkies) with nonslip soles; and
- appropriate pyjamas

Bed and room allocation

Please note that rooms are shared. The Life Rehabilitation team allocates patients to specific rooms and beds on the basis of the patient's rehabilitation needs and nursing requirements, as well as the needs of the other patients in the unit. Whilst we make every effort to accommodate room requests, bed allocation will be made according to clinical recommendations. The patient is welcome to make the room more comfortable and homely with pictures, photographs and personal objects within their designated space.

Ward communication

On admission into the ward, patients will notice a white board hanging on the wall above the bed. This board is necessary for us to communicate important information regarding the patients care. These boards assist us

with communication for the efficient operation of the unit and to ensure that patients needs are met at all times. This information may include information on patients' dietary requirements, how mobile they are, what kind of assistance is required, the wheelchair number etc. If the patient would prefer not to have such information displayed on the white board, they need to inform the unit manager who will make alternative arrangements to convey such information to the team and the patients' visitors.



Meal times

All meals are served in the unit dining room. Should a medical condition prevent the patient from being able to get to the dining room, meals will be served in the patients' room. Dietitians assess patients' dietary needs. However, please inform the doctor, dietitian and nursing staff of any specific dietary needs e.g. vegetarian; religious dietary requirements. Allergies must be reported to the unit manager. Family and friends are requested to discuss bringing additional food to the unit with the dietician as junk food may seriously compromise the patient's rehabilitation.

Visiting hours

The presence of family and friends is encouraged during the rehabilitation process. However, it is important to remember that this process can be exhausting and that rest is an important aspect of rehabilitation.

It is therefore imperative that the unit's visiting hours and the number of visitors per patient are strictly adhered to.

Valuables

We will do our utmost to ensure the safety of our patients' personal possessions, valuables, money and cellular phones at all times. However, these are kept on our premises completely at the patients' own risk. We cannot accept any responsibility for loss by any means. Please enquire with the nursing unit manager regarding the safe lock-up of any valuables.

Assistive devices

Should the patient require his or her own assistive devices (such as a wheelchair) upon discharge, our recommendation will be made by the occupational therapist and discussed with the patient and family. It remains the patient's or their family's responsibility to obtain authorisation from the medical scheme and/or arrange for payment with independent equipment suppliers. Alternatively, the occupational therapist will provide information on where to rent equipment over the short term.

Finances

Patients covered by a medical scheme should note that whilst every effort is made to obtain payment from their medical scheme on their behalf, the responsibility for the payment of services rendered still remains with the guarantor (person responsible for payment). Any costs not covered by the patients' medical scheme must be settled upon discharge. If you are unsure of any financial matters, please speak to your rehabilitation admission consultant.

Patients who are not covered by a medical scheme will be required to pay a deposit based on the estimated total scheme costs for the stay at our rehabilitation unit and then weekly in advance. The balance needs to be settled upon discharge. Credit cards, cash or bank guaranteed cheques are accepted.

Your feedback is important to us

To ensure that we continue to offer a quality patient experience we encourage patients to give us feedback on their hospital stay and on our level of service.

Please communicate any difficulty experienced during the stay to the unit manager immediately or on a comment card available at the unit.

Once the patient is discharged a survey will be sent to the email address or cell phone number provided on admission. Either a family member acting on behalf of the patient or the patient may complete the survey.

Should you wish to send us any further comments, please visit www.lifehealthcare.co.za.

For more information please visit our website www.lifehealthcare.co.za

Should you require assistance with an admission, call us on 011 219 9626 or email rehab.headoffice@lifehealthcare.co.za