

WELCOME TO OUR FACILITY

Dear patient and family members

Mediclinic Morningside offers you and your family the highest possible level of service, care and commitment. It is our intention to play a positive and constructive role in your return to good health.

Your hospital stay experience is of high importance to us and we rely on your feedback. You also may receive a confidential survey by email after your discharge. Regardless of the feedback method you choose, please take a few minutes to share your thoughts to assist us in improving the care we provide.

Thank you for choosing Mediclinic Morningside.



André Fourie
Hospital General Manager

IMPORTANT INFORMATION

The following information is provided to help you and your family be as comfortable as possible during your hospital stay. Visits from family and friends play an important part in a patient's recovery process.

FLEXIBLE VISITING HOURS

09:00 – 20:00

Resting period

13:00 – 15:00

Please enquire at the nurses' station to confirm if a patient is able to receive visitors.

We ask that visitors respect other patients and restrict the number of visitors.

General Units

Three visitors per bed

Critical Care units

Two visitors per bed

Visitors may be asked to leave the patient's bedside when procedures are to be carried out or during doctors' visits.

QUIET HOSPITALS PROMOTE HEALING

Put your cell phone on silent while visiting patients. Keep volume to a minimum and ensure accompanying children are well supervised.

WI-FI

Free Wi-Fi is available for patients to help you keep in touch with your family and friends. Should you need any assistance, feel free to ask any one of our staff.

MEALS

Meals are carefully planned by our skilled staff as an important part of your care and recovery.

Breakfast

07:00 and 08:00

Lunch

12:00 and 12:30

Supper

17:30 and 18:00

Please let us know if you have any questions concerning your diet.

YOUR NURSING TEAM

In addition to the dedicated healthcare providers, we would like to make mention of our nursing management in charge of our facility's nursing staff.

Nursing Manager: RN Hester Swart

Deputy Nursing Manager: RN Augustine Bloom

Regular rounds

Our top priority is patient care. Nursing and management regularly visit patients to ensure they receive the best care possible.

HAND HYGIENE IS IMPORTANT

Feel free to remind your healthcare professionals to wash their hands.

SMOKING

In terms of legislation smoking is prohibited in the units, bathrooms and any inside area, as well as at any entrance or close proximity thereto, of the hospital. There are allocated smoking areas outside the hospital. Please enquire from the staff to point out these areas to you.

VALUABLES

Please send valuables home as we are not liable for their loss. Valuables can be stored in a secured facility upon request.

Cell phones are permitted but use them considerately. Keeping your phone on you is at your own risk, as Mediclinic Morningside cannot assume liability for loss.

We advise that you remove valuables from your vehicle to prevent theft or damage, for which Mediclinic Morningside is not responsible.

UPGRADE OF HOSPITAL

The long-awaited upgrade and renovation of Mediclinic Morningside has commenced. Our team will ensure minimal disruptions and essential services will remain available.

We appreciate your understanding and cooperation as we enhance our facility and the services we provide.

EXPERTISE YOU CAN TRUST.

www.mediclinic.co.za