



OUR VISION

Our Vision is to satisfy and exceed the expectations of our clients by continuing to provide quality day care surgery services that enhances the lives of patients, employees and other stakeholders.

MISSION

Our vision is realizable through our mission which is to:
Provide the best day care surgery service in Zimbabwe. Offer a cost effective and affordable service delivery system to patients.

- * Maintain a contented work force.
- * Satisfy all stakeholders.

WELCOME NOTE

It is a great pleasure and privilege to have you as a patient at **West End Clinic**. Our main aim is to make your hospital stay as comfortable and a pleasant as possible, as well as provide quality patient care, which will enhance and speed up your recovery from surgery or treatment you are to undergo.

GENERAL INFORMATION

What to bring

1. Your Identity document (National I.D, Passport or any other proof of identity)
2. Your Medical Aid membership card (where applicable).
3. Proof of pre-authorisation from your Medical aid (where applicable)
4. Toiletries and sleep wear if you are staying overnight.
5. Deposit (where applicable). Please enquire from your doctor's consulting rooms, or the hospital's admissions department.
6. All medication that you are currently taking at home.
7. Reading material.
8. In case of infants, feeds, bottles and nappies / pampers.
9. Warm socks, especially during winter months.

WHAT NOT TO BRING

- Jewelry and / or other valuable articles.
- Fire arms.
- A large amount of money.

All valuables and items that you have in your possession on admission must be handed in to the Ward sisters for safe keeping. The clinic will not be held liable or responsible for any valuables that get lost in your possession during your stay.

TIME OF ARRIVAL FOR ADMISSION

The receptionist at your doctor's consulting rooms will tell you the time to report for admission. You are kindly requested to adhere to this time, so that the nursing staff can do the necessary pre-operative preparation efficiently, without rushing. Please note that: the admission time is not your operation time. The time that you are to go into theater will be as per your doctor's schedule.

PARKING

Parking is available on parking bays around the clinic. You are kindly requested not to park in areas reserved for ambulances and patients on wheelchairs. Although there is security staff patrolling the clinic grounds, parking is still at owner's risk. NB: Valuables like laptops or bags left in the car attract thieves.

WHERE TO REPORT

On arrival at the clinic report at the reception. A wheelchair is available for patients needing to use it. Please ask the admissions clerk assistance.



ADMISSION PROCEDURE

Reception

After completion & verification of the admission sheet and data capturing by the admissions staff, a nursing staff member will take you through to the ward. Patients are admitted in the order of their Theater times and first preference is given to minors.

WARD ALLOCATION

Depending on the nature of your treatment / operation, age, sex and assessment by nursing staff, you will be admitted accordingly.

ANAESTHETIC

The Anaesthetist might want to see you before you go to the theater. It is advisable not to take any solids or liquids including water, at least six hours before admission unless your doctor or consulting room staff tell you, you may.

ILLNESS PRIOR TO SURGERY

If prior to the operation, you are not feeling well or have a cold , flu, cold sores, septic sores or wounds, please inform your doctor before you come to the clinic for admission.

CHILDREN AND MINORS

Patients under the age of 18 must be accompanied by a parent or legal guardian, whose signature will be required for consent to operate, as well as on other clinic records.

For babies under 24 months the parents must please find out from consulting room staff when the child or baby must stop having anything to eat or drink, even water, before going for an operation or procedure. For children undergoing day surgery, it is always advisable for one parent or guardian to stay with child from admission until discharge.

PATIENTS ON MEDICAL AID

The clinic accepts Medical Aids Societies registered both in Zimbabwe and Internationally where applicable. Your Medical Aid might have certain conditions related to your admission in the clinic, as specified in their rules and regulations. Kindly make sure that you are kept informed of these rules, especially with regards to your benefits or any levies, clinic stay, treatment or medication. Any amount not covered by Medical Aid will be billed for your account.

SMOKING POLICY

Smoking is not allowed anywhere in the clinic and rooms, except in the foyer or outside. The ward staff will show patients this area.

TELEPHONE

Only admission related calls will be made by the clinic eg calling an ambulance or informing your escort when you are ready for discharge.

PHARMACY

Prescribed medication as well as other pharmaceutical items are available at the Retail Pharmacy near the Reception.

MEALS / COFFEE SHOP

The clinic only provides tea, coffee and meals to patients. A coffee shop is available on the ground floor for family and visitors.

VISITING HOURS

Visiting hours are from 0730hrs to 1900hrs. Patients may have a family member or friend remain with them in the ward throughout their stay but not to sleep over.

DISCHARGE FROM CLINIC

Your time of discharge after operation will depend on your recovery as well as the type of anesthetic that was given. Patients operated under general anaesthetic are required to stay at least two hours before they are discharged, after having been assessed and evaluated by the ward sister.

PLEASE NOTE

You may not drive yourself home after having had an operation. Please make arrangements for someone (an escort) to fetch you after discharge or alternatively arrange a taxi. The Sister in Charge can be of assistance in this regard.

Please do not leave the ward without your doctor's authorization of discharge. You will be informed by the nursing staff when to leave.

Before leaving the ward, a nursing sister must give you all the information regarding post operation instruction, health education and follow up visits with your surgeon / doctor. Please ensure you do not leave the clinic without this information, as well as treatment that the surgeon / doctor might have prescribed for you to use at home. In case of valuables handed in for safe keeping, please remember to collect them from the ward before you leave the clinic.

CLINIC ACCOUNT

Your clinic account does not include any services rendered by the Doctors, Anaesthetist, Pathologists, Radiologists etc.

SERVICE EVALUATION QUESTIONNAIRE

You are kindly requested to complete the questionnaire that will be given to you in the wards. Your comments will be highly appreciated and will enable us to maintain or keep on improving the quality of our service.

VISITORS

Family and friends are most welcome to visit you any time during your stay. Visitors are however requested

- * Not to smoke on the premises
- * Not to sit on beds or lockers and
- * Only a maximum of 2 people to be with the patient at a time.

OVERNIGHT ACCOMMODATION

Overnight lodging is available for parents who want to stay with their kids through the night, at a fee exclusive from the clinic bill and not covered by most Medical Aid Societies, except a few eg, Multimed Medical Aid Society.

ENQUIRES

If you have any problem or enquiry feel free to talk to our Sister in Charge of the unit.

Any other enquires comments or compliments which you might have during your stay in the clinic can be directed to the Clinic Manager.



Patient Information Brochure



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'enjoy our services'