



Emergency Number: 072 312 3499

Medwell Care Service*

The HOA of Negester Klein-Kariba has appointed Medwell (previously Elcare) as their care service provider. Medwell is a provider of cutting edge and valued community, medical and nursing services. Medwell is a registered Nursing Agency that has been contracted by one of South Africa's leading medical aid companies to ensure that home care, the necessary third component in a coordinated care program, is offered. Medwell's vision is to provide a holistic health and support service to ensure that a fully developed personal care and health service meets the expectations of all the residents.

The following basic care services are provided (these services are included in the HOA levy):

- A full assessment and initial evaluation of the resident's current medical and social circumstances, as well as medical history.
- A visit from a registered nurse once a month at the resident's home until the clinic is operational or if the resident's mobility is limited to such a degree that they cannot come to the clinic. This service is a Primary Health service (monitoring blood pressure, blood sugar, urine, etc.)
- 24 hour Emergency Number: A qualified nurse will be on standby for advice and support in the case of an emergency on this number. This support service includes arranging an ambulance when necessary and contacting relatives in the case of an emergency.
- One free emergency visit during office hours per month (an afterhours call out fee of R275 per hour will be applicable).
- A multidiscipline/multifaceted team is available for advice and support when required.
- A Care Plan can be designed should more visits, other than the one monthly visit, be required at no additional cost.
- Access to a Care Manager in order to negotiate medical aid benefits; if applicable.
- Access to a social worker for counselling and consultation when necessary.
- Assistance with admission to care units and/or the hospital.
- Communicate with and give feedback to relatives/family members living elsewhere.

Home Care Services available at extra costs:

- From 1 to 24 hours care in the comfort of the resident's own home. (Please Note: Only 12 hour services will be available until the care centre is operational 24 hours per day.)
- Home care service (a caregiver stays with the resident in their home and works as a companion)
- Wound care, catheter care, stoma care, injections and other basic medical procedures.

* Terms and conditions apply. The services, terms, conditions and fees herein mentioned are valid until 29 February 2020.

Interim Care Service until the Care Centre is fully operational:

Until the Care Centre is operational 24 hours per day, only home care service will be provided. Long term frail care will be available at the Care Centre as soon as the numbers of interested parties and demand for this service warrants it. The cost for this additional health service will be determined by the resident's medical circumstances and needs and will be agreed with Medwell after a thorough needs assessment of the resident. The costs might differ from service to service. The full care service package will be provided by Medwell.

The cost for home nursing service will be determined by the grade/scope of the service, as well as the amount of hours required. The tariffs below will provide residents with a guideline as to the costs for home nursing with a 12 hour cycle:

Weekdays, daytime:	R 377.00
Saturdays, daytime:	R 377.00
Sundays, daytime:	R 563.00
Public Holidays, daytime:	R 676.00
Weekdays, night-time:	R 388.00
Weekdays, 24 hours:	R 723.00
Saturdays, night-time:	R 549.00
Sundays, night-time:	R 389.00
Public Holidays, night-time:	R 688.00

(Please note: The costs for services delivered outside of normal work hours are higher than those services delivered between 8am to 5pm on a Monday to a Sunday. When someone requires assistance and support with the administration of medication or only assistance with personal hygiene, a service package can be negotiated with Medwell according to the individual need, intensity and frequency of a resident's care needs. In cases where a resident would require both of the above services, a help care package can be implemented and agreed upon. In all of the above scenarios, as well as any other services delivered above and beyond the norm, contracts will be signed directly between the resident and Medwell. The HOA will thus be wholly indemnified.

Evaluation:

Each new resident will be fully assessed in terms of his/her medical history, current state of health and possible health requirements (if any) after occupation. This assessment will form the basis for all future planning to ensure that the resident can enjoy his/her independent lifestyle in the comfort of his/her own home for as long as possible.

After the above assessment the residents will be placed in categories 1 to 3. No. 1 is a totally independent resident and 3 is a frail resident that would require ongoing care service. No. 2 is a resident that is still independent but requires limited support/care. Accordingly this will determine if a resident will be visited monthly, once every two months or once every 3 months. The grade/scope of these visits will differ from resident to resident. A detailed health record will be kept of each resident and updated as circumstances change.

Monthly visits:

- Each resident (new residents) may, in the beginning, be visited at home by a registered nurse to monitor their health. These monthly visits shall continue until the number of residents justifies the opening of the clinic/clinic days.
- Home visits would then be changed to a free clinic service once a week; where residents can visit the clinic for a consultation or treatment. Additional costs will only be for materials used. These clinic visits will be managed by appointments.

- As soon as the clinic opens, the categorisation of the residents into groups 1, 2 and 3 (according to the initial evaluation) will be implemented.

Emergency Service:

- In the case of an emergency, a resident would be able to activate their emergency button or they can call the emergency number 072 312 3499. Negester security will receive the signal and immediately contact Medwell and a HOA staff member. Should the resident dial the emergency number, the Medwell nursing staff on duty will take the necessary steps to ensure immediate medical care and support.
- As the occupancy grows, another consideration would be to employ a qualified person to provide a 24 hours service.

Medwell:	Delia Venter	082 494 2717
Emergency number (Medwell):		072 312 3499
Ambulance:	APA Control Room	0860 112 911

2019-06-13