

Our Payment Procedure:

The administration surrounding the finances/ accounts can be quite complicated, so let's deal with it first. It is important that you make a fully informed financial decision.

If you do have medical aid and/or medical insurance:

Each Medical Aid Scheme, and option, has its own benefits, so it is important that you communicate with your scheme. All schemes require a pre-authorisation request to be made prior to admission. Although this request can be made by the patient, the main member, Doctor's rooms, or Hospital admissions, it does remain the quarantor's responsibility to ensure the authorisation has been obtained. The Doctor will give you the numbers and codes you need to make this request. The Insurers have the same requirements.

It can be difficult to understand some of the terms such as copayments, DSP (Designated Service Provider), and PMB (Prescribed Minimum

Benefit), so please feel free to give us a call if you need support or information.

In most cases there are up to three separate accounts that will be submitted to your medical aid on your behalf: the Doctor, the Hospital, and the Anaesthetist.

- The Doctor will discuss his fee with you during the consultation.
- The Hospital fee is charged at medical aid rates and so there are no shortfalls anticipated. Your medical aid scheme may have co-payments that will apply so please check with them.
- The Anaesthetist's fee will vary depending on the duration of the procedure and the type of anaesthetic administered.

If you have a global arrangement with your Doctor:

In this case, you will only have a single amount to pay to your Doctor. This will cover the cost of the Hospital and Anaesthetist in full.

If you are funding the procedure yourself:

There will be three separate amounts to be paid to each professional: the Doctor, Hospital, and Anaesthetist. The Doctor will discuss his fee with you during the consultation. The Hospital will provide you with a detailed estimate for the

procedure and will require a deposit to be paid on or before your admission to the hospital. The Anaesthetist's practice will send you an account that will vary depending on the duration of the procedure and the type of anaesthetic administered.

Each patient must have an authorisation number from the Medical Aid, or a Guarantee of Payment letter from the insurer, or have paid a deposit before they can be admitted into Hospital.

If you have any questions about any of your accounts, please speak to the relevant professional directly.

Our pre-admission procedure:

Your pre-admission process will be completed remotely before the day of your operation. This ensures your paperwork has been taken care of in plenty of time, so you can feel more relaxed on the day. We will also conduct the medical screening questions required for your specific procedure.

Please inform us prior to your admission if you have ever been told that you have MRSA, MRSE, or CRE. Please also let us know if you have ever been in hospital for longer than 2 weeks at a time or ever had what is commonly known as a superbug. This ensures we can provide you with the care you need

Testing for COVID-19 is not routinely required. In the event that a Doctor advises it is of benefit, the consulting rooms will provide you with the information to do this.

Arriving at the Hospital:

Time of arrival

You can expect to be contacted by a staff member of the Hospital the day BEFORE your procedure to confirm the exact time you need to arrive at the Hospital. This time may differ from the approximate time given to you by your Doctor when your procedure was booked. As we are now planning the day in detail we are In a better position to build the Doctor's appointment slate and have confirmed this time with them. The confirmed time will allow you to better plan your day (including planning transport) and minimise the amount of time you spend at the hospital.

For morning procedures:

- The arrival times range from 06h30 to 09h30.
- Do not have anything to eat or drink after midnight.
- You may take the chronic medication that the healthcare team has
- confirmed with you in the morning prior to the procedure.
- Please do not take your morning insulin or diabetic tablets on the day of your procedure.

For afternoon procedures:

- The arrival times range from 11h30 to 15h00.
- You can enjoy a normal breakfast before 07h00, but do not have anything to eat or drink after that.
- You may take the chronic medication that the healthcare team has
- confirmed with you in the morning of the procedure.
- Please do not take your morning insulin or diabetic tablets on the day of your procedure.

Preparing for your day:

If you are unable to arrive for your procedure, please inform the Hospital or Doctor as soon as possible.

We'd like you to be as comfortable and as relaxed as possible and would therefore recommend the following:

Do wear:

- Your hearing aids as this will make communication easier. When you are in theatre, to protect the hearing aid, we will remove and take care of the one on the side of the eye we are operating on. We will put it back once the surgery is complete.
- Your dentures (they will not be removed for the procedure).
- Your glasses (with their case) for before the procedure.
- Comfortable clothes. Shirt/blouse and skirt/ pants combinations are easier (not dresses as it is only necessary to remove your shirt or blouse, belt and shoes for the procedure).
- Socks (or bring a pair with you) especially if

you know that your feet feel cold at times.

Do bring:

- Your medical aid card (the digital version is acceptable)
- Your ID Document
- A list of your chronic medication is helpful
- Something to do while you await the procedure, eg: something to read, craft, crossword etc.
- Your sunglasses

Don't bring:

- Valuables (a secure locker is available for small items such as mobile phones and handbags).
- Fabric handkerchiefs and face cloths.

Don't wear:

- Your contact lenses.
- Any makeup.

Getting to and from the Hospital:

As the medication we use at the Hospital impacts your judgment, please do not drive or travel alone on the day of your procedure. You can be dropped off at and collected from the Hospital.

Should you be using public transport, please make sure someone accompanies you.

Please check that you have your friend or

relative's telephone number available in case we need to call them.

Anyone accompanying you to the Hospital on the day of the procedure is welcome to wait in the ground floor lounge area. Suitable distancing in this area will protect them and you from exposure to other people. WiFi access is available should they need to connect. The coffee shop is open for convenience.

Are you on chronic medication?

Most chronic medications can be taken as prescribed and will not affect the procedure or sedation in any way. These include blood pressure (anti-hypertensives) medication, thyroid medication, pain medication (anti-inflammatories and analgesics), epilepsy medication, and psychiatric medication. These medications can be taken with a small amount of water first thing in the morning on waking or as prescribed.

There are some exceptions and, if in any doubt, please check with your Doctor. These include (but are not limited to):

Diabetic medication:

Do not take your morning insulin or diabetic tablets on the day of your procedure.

It is far safer for you to have a slightly higher blood sugar on arrival, that we can take control of than to have an unexpected low blood sugar.

Blood thinners:

Blood thinners (eg: Ecotrin, Asprin, Disprin, Xarelto, Pradaxa etc) are not usually stopped before eye surgery. Your Doctor will advise you on whether to stop them, so make sure that they know you are taking blood thinners.

How our day will unfold:

- 1. The admissions team will print and ask you to sign the relevant documents.
- 2. Co-payments and deposits can be made at this time (if not done before).
- 3. You will be taken to your bed/recliner in the ward.
- 4. We will go over your medical and surgical history, any allergies you may have, and anything additional you feel we should be aware of.
- 5. The nurses will give you a guideline of how long you will need to be at the hospital, and an approximate time as to when you will be able to go home.
- 6. The nurses will take your weight, height, blood pressure, nursing assessment, and blood sugar (if you are diabetic) and answer any questions you have.
- 7. The eye to be operated on will be marked with a sticker and some drops will be instilled to prepare the eye for the procedure if it is required. Throughout your stay, this surgical site will be confirmed for your own safety.
- 8. You won't have to get undressed but will have to remove your blouse/ shirt, belt and shoes. Hospital gowns can't be avoided, but yours will go over your underwear. Occasionally, when a general anaesthetic is required, ladies, you may be asked to remove your upper body underwear.
- 9. Ward toilets are close by and easily accessible.
- 10. You will be asked to order a delicious sandwich or snack, with a beverage of your choice for after the procedure.
- 11. Once the anaesthetist has spoken with you, and the Doctor is ready, you will be assisted onto a comfortable,

wide theatre trolley and handed over to the preoperative area nurse to continue your care. The nurse will instill the final drops and confirm everything again, all for your safety. You will move through to the theatre on the same trolley.

- 12. The majority of procedures do not require general anaesthetic but light/ conscious sedation, so you will not experience the anaesthesia side effects. You will be awake before leaving the theatre.
- 13. Once the procedure is complete the nurses in the recovery area will spend a few minutes checking your blood pressure and oxygen.
- 14. You will have a soft pad of white cotton, a clear hard shield or both placed over the eye, depending on the procedure and the Doctor's preference.
- 15. Back in your ward you can enjoy your snack and will be ready to go home after about 30 minutes.
- 16. You will then be discharged with written information about your follow up appointment and which medications to use and how to use them.
- 17. Your safety is of concern to us so we look to will place you into the care of a friend or family member who you trust to get you home safely. While you may feel well, the possibility of cognitive impairment from the sedation may last up to 24 hours which means that you are vulnerable and will not be in a position to drive yourself or travel on public transport unaccompanied.



