



Hospital at Home

A touch of care, in every home

PATIENT AND CAREGIVER WELCOME PACK AND TEAR-OFF SHEETS

INSTRUCTIONS: These resources are intended to provide high-level guidance related to welcoming and informing patients enrolled in the Hospital at Home programme. This content includes information on what a patient could expect during the programme, introducing their care team and how to contact their care team.

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Your contact information

CONTACT DETAILS FOR YOUR CAREGIVER



Name:

Relationship:

Living with patient: **Yes** **No**

Home telephone number:

Cellphone number:

EMERGENCY CONTACT



Name:

Relationship:

Living with patient: **Yes** **No**

Home telephone number:

Cellphone number:

Your Hospital at Home care team

WHO IS MY CARE TEAM?



01 | DOCTORS



02 | NURSES



03 | PARAMEDICS



04 | OTHER HEALTHCARE WORKERS (such as physiotherapist as needed)

WHEN WILL THEY COME?



01 | THE FIRST MEETING
As soon as you get home



02 | THEN TWO DAILY VISITS
At your home and online

THE CARE TEAM WILL



01 | DRAW UP A CARE PLAN



02 | MONITOR YOUR CARE



03 | HELP YOU GET other healthcare-related services you need to support your recovery

THE CARE TEAM WILL **NOT**



01 | DO HOUSEKEEPING



02 | RUN ERRANDS



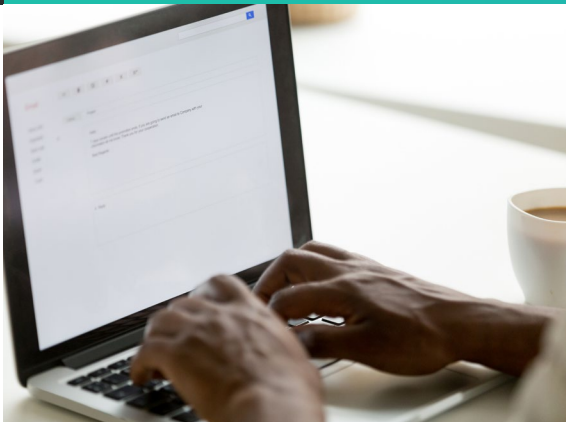
03 | SPEND THE NIGHT (unless we assigned a 24/7 caregiver)



04 | LOOK AFTER YOUR CHILDREN AND PETS

How you can talk to your care team

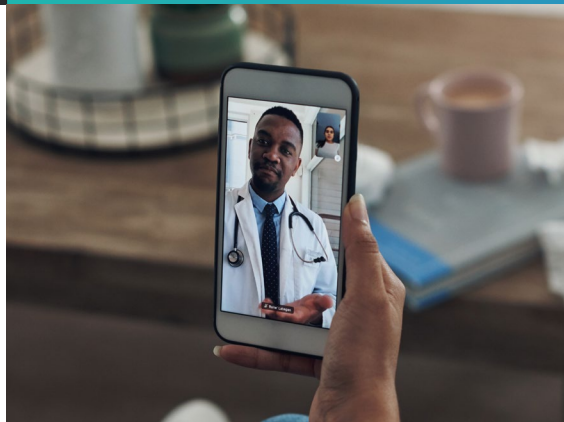
SEND THEM EMAILS



- You can email your Hospital at Home team or coordinator at hospitalhome@discovery.co.za.

They are available through email from **08:00 to 16:30, 7 days a week.**

THROUGH THE APP



Log in to the app on your cellphone or other device to:

- Chat with your care team
- Make a phone or video call to your care team

CALL THEM



- You can call your Hospital at Home team or coordinator at **086 046 2273**.

They are available by phone from **08:00 to 16:30, 7 days a week**

Ask for a doctor to call you urgently through the app.



Tell us what matters most to you

*Your care team is here to partner with you.
You are more than a patient to us.*



YOUR CARE TEAM WILL ASK YOU

- What matters most to you?
- Why does this matter to you?



LEARNING WHAT MATTERS MOST TO YOU AND WHY IT MATTERS HELPS YOUR TEAM

- To get to know you.
- To understand what is important to you.
- To best plan your care.
- To support you and help you to meet your health goals.
- To follow your healthcare wishes.



YOU CAN SHARE THINGS SUCH AS THESE WITH THEM

- Hobbies
- Goals
- Stories
- What brings you joy
- Your values and needs

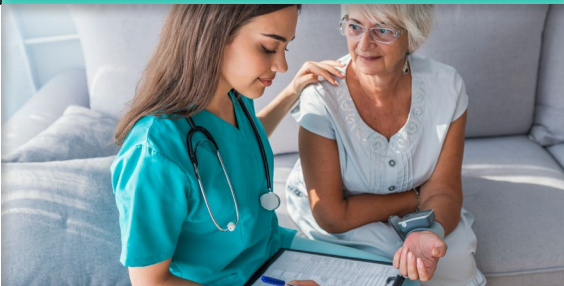
What you can expect


CARE PLAN AND HEALTHCARE SERVICES

You'll have a care plan that will include your medicine and other supportive services.

Your care plan is made for you and your healthcare needs. You will partner with your care team to draw up your care plan. Your nurse or care coordinator can also set up other services, like personal care support.

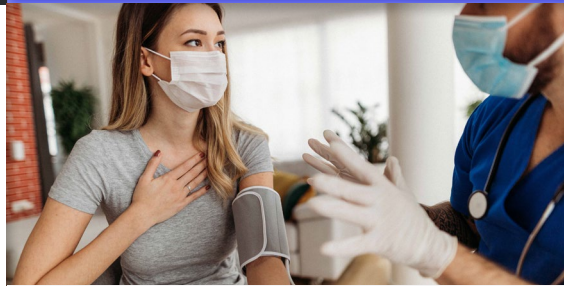
MEDICINE




 **TEACHING YOU ABOUT ALL YOUR MEDICINE IS PART OF YOUR CARE PLAN. YOU WILL LEARN ABOUT**

- Side effects the medicine may have.
- Interactions with your other medicine.
- What to expect if you get medicine through a drip.

TREATMENTS



 **YOUR TREATMENT WILL USE HOSPITAL-GRADE SERVICES AND TECHNOLOGY. YOUR TEAM WILL MAKE SURE YOU GET THE CARE AND MONITORING YOU NEED**


Your care team gives you the same level of care in your home that you would get in the hospital.

THIS INVOLVES SERVICES SUCH AS THESE

- Medicine and fluids through a drip
- Lab tests (such as blood tests)
- Physical and occupational therapy
- Oxygen containers

THE FIRST HOME VISIT






 **DURING THE FIRST HOME VISIT, A NURSE OR PARAMEDIC WILL COME TO DO THESE THINGS**

- Review your care plan
- Do a home safety check
- Set up any equipment
- Give you training
- Answer any questions you have

YOU AND YOUR CAREGIVER CAN ASK QUESTIONS AT ANY TIME.

What to do in an emergency

IF YOU:	
	CANNOT BREATHE OR
	YOU HAVE NEW CHEST PAIN OR
	YOU CANNOT STOP BLEEDING

1ST

Call 086 099 9911
to get hold of Netcare 911 for
emergency services or an ambulance

2ND

Log in to the app
and ask your doctor to call you urgently

WHEN THE PARAMEDICS ARRIVE, PLEASE GIVE THEM THIS SHEET

ATTENTION EMS PARAMEDIC

This patient is in the Discovery Hospital at Home programme. The patient is getting medical care in the home instead of in hospital.

If you have time, please speak to the patient's Discovery Hospital at Home coordinator, who can give you more information.

Thank you.

Discovery Hospital at Home Team

Home safety

You must follow these rules while you are in the Hospital at Home programme



WEAPONS

You must lock away all weapons during home visits.



PHONE

You must always have a phone close and available.



FALLS

Keep your stairs, carpets and floors free of any tripping hazards.



ANIMALS

Put away your pets during home visits.



BATHROOM

Make sure you have a non-slip surface for your shower or bath.



Do you want advanced life-saving measures?

We want patients to be active in making their healthcare choices.

YOU MUST GIVE US AN ADVANCE DIRECTIVE (TELLING US YOUR WISHES)

AN ADVANCED DIRECTIVE IS A LEGAL DOCUMENT THAT:

- Helps you think ahead of time about what kind of care you want.
- Tells your care team and loved ones what kind of care you want and do not want.
- Helps you plan and talk about important healthcare choices.

IT IS BEST TO TALK WITH THOSE CLOSE TO YOU AS YOU MAKE YOUR ADVANCE DIRECTIVE.

IT CAN BE DETAILED OR SIMPLE

It can include making clear your wishes about lifesaving measures, including how you feel about breathing tubes, cardiopulmonary resuscitation (CPR) and feeding tubes.

THERE ARE FOUR TYPES OF ADVANCE DIRECTIVES

LIVING WILL

Tells your care team what type of care you want. We use it if:

- You cannot speak for yourself.
- You do not have a healthcare proxy.

CODE STATUS

The code status form tells your care team if you do not want to be:

- Resuscitated (restarting your heart if it stops) or
 - Intubated (putting a breathing tube in if you stop breathing).
- A doctor must sign this form.

HEALTHCARE PROXY

This is also called a durable healthcare power of attorney.

It is only valid if you cannot speak for yourself.

It allows you to choose someone to make medical choices for you.

PHYSICIAN ORDERS FOR LIFE-SUSTAINING TREATMENT

Spells out exactly what care you want and do not want.

- A doctor must sign these orders.

WHAT THE NEXT STEPS ARE:

- Talk with your loved ones and care team
- There are many types of support to help you make advance directives.

ONLINE HELP:

- Fivewishes.org
- Mydirectives.com
- Allaycare.org
- Planningmyway.org

- Prepareforyourcare.org
- Theconversationproject.org

Schedule an online or in-person planning session with your social worker!

Medicine list

Here is a list of your medicine with details about how and when to take them

MEDICINE NAME	HOW MUCH OF THE MEDICINE TO TAKE	HOW TO TAKE THE MEDICINE	HOW OFTEN TO TAKE THE MEDICINE	WHAT THE MEDICINE IS FOR	WHEN TO TAKE YOUR MEDICINE			CHECK IF YOU HAVE TAKEN IT	

IF YOU HAVE A QUESTION ABOUT YOUR MEDICINE OR WHEN YOU ARE NOT SURE HOW TO TAKE ANY OF YOUR MEDICINE:

Call **0860 46 22 73** to talk to your Hospital at Home team.

You must store all medicine in the original containers or packaging. You must keep the controlled medicine locked in a safe place.

How the drip pump works

A drip pump gives fluids or medicine straight into your blood through your drip (the clinical term for a drip is an intravenous infusion or IV for short).

HOW THE DRIP PUMP WORKS



The care team will bring you the supplies needed for your drip:

- Medicine
- Drip pump
- Drip tubing
- Syringes
- Drip catheters



Your care team will teach you and your caregivers how to use your pump.

You may learn:

- How to turn your pump off
- How to wear your pump
- How to keep the drip tubing line kink-free
- What to do if it starts beeping

CARING FOR YOUR DRIP



Do:

- Keep the drip and plaster (dressing) dry.
- Cover the plaster when you shower.



Do not:

- Remove the plaster unless the drip comes out.
- Go swimming.
- Soak in a bath or hot tub.



Let your care team know if you have:

- Pain, swelling, redness or burning where the drip goes into your body
- If the drip comes out or if you must take it out.



To shower cover the drip

Cover the drip with plastic wrap or a plastic bag (cut open). Tape the ends of the plastic above and below the place where the drip goes into your body to keep water out.

IF THE DRIP COMES OUT OR THE TUBING OR CAP COMES OFF, STAY CALM

You may see blood under the plaster or coming out of the tubing.



If the drip comes out:

- Wash your hands.
- Get a gauze pad or cotton ball.
- Remove the plaster and any tape (using an alcohol wipe may help).
- Press the gauze or cotton ball firmly where the drip came out.
- Hold the pressure for 3 minutes or until the bleeding stops.
- Put a plaster (an adhesive dressing) on it.



If the tubing or cap comes off:

- Wash your hands.
- Get a gauze pad or cotton ball.
- Remove the bandage and any tape (using an alcohol wipe may help).
- Hold the gauze or cotton ball firmly where the drip goes into the skin.
- Smoothly pull out the drip while holding pressure for 3 minutes.
- Put an adhesive bandage on it.

Oxygen safety in the home



NO SMOKING IN THE HOME.



STORE OXYGEN CYLINDERS:

- Upright
- In open areas
- Away from any heat sources



KEEP AT LEAST 1.5 METRE AWAY FROM HEAT SOURCES, SUCH AS:

- Open flames (lighters, candles and gas stoves)
- Lit cigarettes
- Electrical appliances (hair dryers and toasters)



MAKE SURE ALL SMOKE ALARMS WORK.



DO NOT USE FLAMMABLE PRODUCTS NEAR OXYGEN, SUCH AS:

- Hairspray
- Vaseline, lotions and oils
- Lip balm



HISSING SOUND FROM AN OXYGEN TANK MEANS THERE IS A LEAK

- Turn off the flow from the tank right away.
- Call your oxygen supply company.



Download the Discovery app

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