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PO Box 6130
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Date

Dear

Private and Medical Aid Homecare

Drakenstein Palliative Hospice (DPH) works within the Drakenstein area where we provide free, but limited, palliative home care and generic home care, to all who qualify for this service. We have been providing home-based care since 1991 and are COHSASA accredited (Council of Health Services of South Africa).

Our homecare service is managed by and has access to all the interdisciplinary services and expertise of DPH. The homecare package is adapted to the specific needs of the patient and will be negotiated with each patient and their family personally.

Our homecare service is under the direct supervision of a professional nurse and social worker and includes active symptom management, palliative care and various nursing procedures such as full washes, dressings, stoma care, frail care and companionship. **We allocate caregivers in a client's home for any length of time as required by the patient and the family.** The cost will be for either the patient or the medical aid (on pre-authorisation).

Medical aids increasingly recognise the need for patients to remain in their homes and a number of medical aids will re-imburse both for generic, palliative and advanced illness benefits (AIB) home care services. DPH has a Private Practice Number and **we will assist you with obtaining the necessary pre-authorisation and claiming from your medical aid but it remains the patient's responsibility.** This initiative is independent from the free service and therefore it is important that it does not in any manner impact on the financial management of DPH. We therefore **require pre-payment on commencement of the service if not pre-authorised by the medical aid.**

The information requirement for authorization from your Medical Aid is: A motivational letter from the doctor, including the ICD10 diagnostic code and the Morphology code; the duration of care required i.e. either fixed term or indefinite and a Quotation from DPH.

The **DPH caregivers** are appointed specifically to a patient and are supervised by the DPH team. We aim to match caregivers with the needs of patients and will change caregivers on request of patients. If a caregiver does not arrive at work, we will replace the caregivers as soon as possible as we have caregivers on standby and in our full-time employment. We are on 24hr a day call and our emergency number is: 0829614516 (private carer supervision 0822004221 (professional nurse on-call number).

NB: There are **medical aids who use specific HBC agencies.** These caregivers are not appointed, trained or managed by DPH. If the patient is referred to DPH, but it is necessary to

use another agency, we will negotiate this on your behalf and will also negotiate to monitor the work of the agency caregiver on request. However, DPH cannot guarantee or be responsible for another agencies caregivers.

It is our expectation that caregivers organise their own transport to get to work.

- If patients live on farms, far away or are not on taxi routes, we may assist with transport, but this cost will be for the patient. The transport charge will be guided by current AA rates.
- DPH provides caregiver paid-for transport within a limited kilometre radius.

Please advise us of your immediate needs to enable the provision of a quote. Please do not hesitate to contact us for any clarification or additional information. Medical Aids will be charged where applicable and possible.

	OPTIONS
1	Administration fee
2	Admission charge – once off
3	Extra Sister visit / intervention (2 visits included in mthly rate)
4	HBC intervention visit – 1 hr
5	8 Hours per day, 5 week days (Public Holiday R150 extra)
6	8 Hours per day, 7 Days per week (Public Holiday R150 extra)
7	12 Hours per day, 5 week days (Public Holiday R150 extra)
8	12 Hours per night, 5 week nights (Public Holiday R150 extra)
9	12 Hours per day, 7 days per week (Public Holiday R150 extra)
10	12 Hours per night, 7 nights per week (Public Holiday R150 extra)
11	24 Hour Care, 5 week days
12	24 Hour Care, 7 days per week
13	Travel per km - AA rates

Our Home Care Team:

Professional Nurses: Srs Elmarie van Dyk, Lesley Philander, Marietha Nel and Staff Nurse Sonja Nel

Social Worker: Justine Goliath

Financial Management: Corne Coetzee

Caregiver Administration: Susan Solomans, and Nicolene Coetzee

We hope to assist you with your home care need. NB: Please indicate and inform DPH who will negotiate around the care provision for the patient. With whom do we make arrangements and who will make the decisions around the care?

Yours truly



Elizabeth Scrimgeour

CEO Drakenstein Palliative Hospice

Banking details: Drakenstein Palliative Hospice, Standard Bank, Paarl 050210, Account No: 072154446
