



.:Parow North Care Centre:.

- The Care Centre will provide in all its patients needs as far as possible.
- We request your cooperation if we have to move patients to another room or into one of the other houses.
- Medication will be obtained and “given” by the staff. No medication must be given to patients to be kept in their possession or given to any other patients.
- Hygiene and prevention of “bed sores” play an important role and the patients must please cooperate with the staff e.g. daily baths, use toilet instead of commode etc. A balanced diet as well as special diets prescribed by a doctor will be served 3 times daily.
- No money or valuables are to be kept in the rooms. The manager will lock it away in the office safe for safe keeping.
- No financial loans to patients or staff are allowed.
- Staff members are not allowed to receive/accept gifts from patients or their families without prior notice to management.
- No alcohol is allowed on premises.
- No fire arms are allowed on premises.
- Maximum of 4 visitors per patient at any time.
- Volumes of personal radio’s and/or television sets must not exceed an abnormal audible level.
- All jewels and valuables are kept at patients own risk. The care centre will not be held responsible for any loss or damages to valuables.
- Management must be advised 24 hours before hand before taking a patient from the care centre premises.
- Patients must adhere to rules and routines. No exceptions.
- Patients that cause continues problems can be given notice to leave immediately.
- Information regarding mental and physical problems must be mentioned when applying.
- Parow North Nursing Care is not responsible for unforeseen injuries on premises.
- Family may contact the care center at (021) 939 7727 at any time.
- Small children must be under supervision by a parent at all times and frail visitors assisted by family members.
- Staff may reprimand anybody for incidents that may cause harm to the center, patients or staff.
- Please ask permission from a nurse when giving patients food when they are sick or very weak/ill.
- PNCC make use of a routine and needs time to comply with a high standard of care.
- Additional items to be billed to account:
  - Prescriptions
  - Doctor’s fees
  - R3.12 per/km for traveling on patients behalf.



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- The PNCC reserves the right to decide what is in the best interest of the patients.
- Should a doctor be required for a call out or any emergency medical attention needed, the account holder will not be priorly notified. Additional fees to be added to monthly statement without prior notification.
- Late payment fees will be added to account holders invoice should they fail to make payment within 7 days from the date of issue. (R100 after 7 days, R10 added per day thereafter.)
- Family must provide the following items:

(Per month)

2x bars of soap

1x tooth paste

1x deodorant spray

1x shaving cream (for month)

1x shampoo

1x roll-on

(On admission + when needed)

1x tooth brush

1x soap dish

1x glass for false teeth

2x wash cloths

1x comb

1x shaving cream

You herewith authorize PNCC to purchase items, when needed, and for your account to be adjusted accordingly with additional expenses should the patient require any additional items (including medical and miscellaneous) and to pay before the 5<sup>th</sup> of the next month.