



# Medwell SA

The Home Health Care Specialists

[www.medwell.co.za](http://www.medwell.co.za)



## MEDWELL SA

### Leaders in Managed Home Nursing and Health Care since 1997

**Medwell SA** specialises in providing managed home health care services as an alternative to long term hospitalisation and care in specialised care facilities. Our services include managed care at home, post-hospitalisation and discharge from rehabilitation facilities. Our services are provided to all age groups including the elderly that have become frail. We aim to provide patient centred care with an emphasis on the clinical needs and requirements as well as the personal needs of the patient and family involved.

## COMPANY FOCUS

**Medwell SA** focuses on the principle of “Managed Home Nursing”, which ensures the seamless integration and continuity of care of **Medwell SA** patients from Hospital/ Rehabilitation/Sub Acute care, to care-at-home. This guarantees that the recovery process of the patient is not interrupted. **Medwell SA** works in conjunction with all relevant disciplines to form a multi-disciplinary team. Together we assess the medical history of the patient and provide relevant input to determine a Care Plan customised for our patients.

Since 2018 EDNA Medical Distributors have been incorporated into the **Medwell SA** brand, now also offering the sales and supply of all medical equipment and the supply of oxygen together with home health care products it has been renowned for since 1986.



## WHAT IS MANAGED HOME NURSING?

Managed Home Nursing provides services based on the specific needs of patients in the comfort of their own homes and to sustain independent living for as long as possible. It provides a cost effective alternative for prolonged hospitalisation or institutional care.

A Care Plan, consisting of a Nursing Care Plan and General Care Plan, is tailored to the specific needs of the patient and adjusted to the clinical and personal circumstances of the patient, and that of the family, to ensure relevant and appropriate nursing care.

The Care Manager, in liaison with a multi-disciplinary team, ensures a high-quality service, managed and tailored to the clinical and personal needs of the patient and family members.

## THE MEDWELL SA WAY

When age starts to have a negative impact on your life, or you experience one of many possible medical problems, it is time to consider managed home care. But where do you start? Who do you trust to assist you in your time of need?

**Medwell SA** provides their services according to the following key guidelines:

### Registration

It is important to note that **Medwell SA** and its incorporated entities, are registered with the BHF (Board of Healthcare Funders South Africa) as registered healthcare service providers with a Practice Code Number (PCN). This PCN-registration is essential and is a legal requirement if the option of payment by medical schemes for managed home care services is chosen. Medical scheme rules and conditions apply.



## Pre - Service Procedures

Initial contact of the prospective client will be made with a **Medwell SA** Care Manager who will co-ordinate and manage the services in conjunction with a multi-disciplinary team. An initial clinical assessment of the patient, by a Registered Nurse, is compulsory and forms the basis for implementation of any service. **Medwell SA** ensures that before any Care Plan is implemented, a Nursing Assessment is done and a Care Plan is agreed upon.

## Assessment

An assessment is scheduled and a Registered Nurse will conduct a clinical visit to the patient, be it at home or at the hospital/facility. During the Nursing Assessment the medical history and clinical information of the patient as well as the needs of the patient are determined. The Care Manager, in conjunction with a Registered Nurse and multi-disciplinary team, will present a Care Plan as a prescribed guideline. When the required authorisation is obtained from the medical scheme or a Care Plan is agreed upon, it forms part of the post- evaluation procedure. **Medwell SA** compiles a motivation report for authorisation by the medical scheme. This report, together with the medical history, the required diagnosis ICD - 10 codes and a letter of motivation from the treating Medical Practitioner is sent to the medical scheme. Depending on feedback, it will be determined whether the fees charged for nursing will be paid by the medical scheme or by the account guarantor.

## Implementation Procedures

Once the implementation date of a home care service is determined, the Care Plan is implemented as follows:

- A Registered Nurse introduces the Care Worker to the patient and relatives;
- the Care Plan and duties of the Caregiver (Care Worker/Enrolled Nursing Assistant/Auxiliary Nurse) are explained to the patient and family members;
- orientation is provided to the Caregiver (Care Worker/Enrolled Nursing Assistant/Auxiliary Nurse);
- the Care Plan is followed and daily recordings are documented. These recordings include daily observations, overall hygiene, aspects of mobilisation (not limited to) specialised medical procedures.

## Follow - up Visits

Another important aspect is the follow-up clinical visits by a **Medwell SA** Registered Nurse. These visits are managed by the Care Manager of the relevant **Medwell SA** branch and occur on a basis stipulated by the Medical Practitioner or agreed upon in the Care Plan. A Clinical Visit Report is compiled and forms part of the nursing file of the patient. The Registered Nurse provides feedback to the Care Manager and a progress report is compiled. In the case of medical scheme authorisation, the report will be sent to the medical scheme for motivation.



## OUR NURSING STAFF

**Medwell SA** utilises various levels of nursing staff including Registered Nurses, Auxiliary Nurses, Enrolled Nursing Assistants and Care Workers. Each level of qualification has a certain scope of practice strictly adhered to by **Medwell SA**. All staff, except Care Workers, are registered with the South African Nursing Council. Apart from our nursing staff, our Care Managers play a critical part in the successful management of our services.

## Function and Responsibilities of a Care Manager

- A Care Manager is either a Registered Nurse or a Social Worker who oversees, manages and co-ordinates all aspects of the service. The responsibilities include:
- Assess the personal and clinical needs of the patient as well as the needs of the family, in conjunction with a multi-disciplinary team;
- negotiate with medical schemes where applicable;
- co-ordinate the implementation of all services according to the Care Plan;
- adjust the nursing Care Plan continuously according to the change in clinical needs and/or personal circumstances of the patient;
- monitor the progress and quality of services;
- provide feedback to family members and practitioners involved;
- identify all support systems and role players to prevent duplication and unnecessary cost.

## CARE WORKERS

A **Medwell SA** Care Worker is specially trained to assist the patient in his/her recovery and rehabilitation.

Apart from basic nursing tasks such as assisting in administering pre-packed medication, our Care Workers have been trained to provide specialised care in areas such as Stroke Recovery and Dementia.

All **Medwell SA** Care Workers are well-equipped to deal with the following Activities of Daily Living (ADL):

- Managing bathing, grooming, feeding, dressing and assisting the patient with toilet routine;
- assisting the patient with mobility-related difficulties;
- assisting with general household tasks, in support of the patient's activities of daily living.

## OUR SERVICES

- Post-hospitalisation care
- Oncology care
- Palliative care
- Wound care
- Catheter care
- Stoma care
- Tracheostomy care
- Elderly/frail care
- Rehabilitation care
- Home ventilation
- Oxygen therapy
- Supply of all medical equipment and products to maintain the patient's quality of life
- Dementia care (e.g. Alzheimer's)
- Single Nursing Procedures (e.g. catheter changes, intravenous medication)
- Comprehensive physiotherapy at home and at our clinics
- Frail Care Facility Management
- Implementation of Holistic Health Care services in Retirement/Lifestyle Villages
- Assistance with planning and design of Care Facilities



## CONTACT DETAILS:

### MEDWELL SA SOUTH

#### Regional Head Office – Western Cape

General Enquiries: [bellville@medwell.co.za](mailto:bellville@medwell.co.za)

Website: [www.medwell.co.za](http://www.medwell.co.za)

021 949 7588

#### Overberg (Hermanus)

[onrus@medwell.co.za](mailto:onrus@medwell.co.za)

028 316 3661

#### Garden Route (George)

[george@medwell.co.za](mailto:george@medwell.co.za)

044 874 6490

#### Plettenberg Bay

[info@medwell.co.za](mailto:info@medwell.co.za)

044 874 6490

#### Port Elizabeth

[reception.pe@medwell.co.za](mailto:reception.pe@medwell.co.za)

041 363 9962

### MEDWELL SA NORTH

#### National Head Office – Gauteng

General Enquiries: [info@medwell.co.za](mailto:info@medwell.co.za)

Website: [www.medwell.co.za](http://www.medwell.co.za)

012 347 8344

#### Bloemfontein

[bloemfontein@medwell.co.za](mailto:bloemfontein@medwell.co.za)

076 517 6276

#### KZN

[reception.kz@medwell.co.za](mailto:reception.kz@medwell.co.za)

031 463 3319 / 063 915 2686

#### Limpopo

[info@medwell.co.za](mailto:info@medwell.co.za)

012 347 8344

#### MEDICAL SUPPLIES AND EQUIPMENT

[johann.kruger@medwell.co.za](mailto:johann.kruger@medwell.co.za)

012 335 8104