



# 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 rendered to all age groups including the elderly that have become frail. Our aim is 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.

**Elcare Managed Home Nursing** and **Gernessa Home Nursing** have merged to form **Medwell SA** in order to expand and provide a national footprint of managed home nursing services throughout South Africa. The incorporated practices have been involved in managed home nursing and health care since 1997, operating throughout the greater Gauteng and Western Cape regions (including Garden Route and Overberg). We have maintained a successful expansion throughout South Africa. **Medwell SA** maintains the practice with a compliment of qualified administrative and professional staff as well as nursing staff with over 550 trained and motivated employees.

At the heart of **Medwell SA** lies the joint expertise and knowledge gained by Elcare and Gernessa over the years. It is this heritage, unyielding commitment to professional integrity, and high quality care that makes **Medwell SA** the home health care specialists and the leaders in South Africa.



## COMPANY FOCUS

**Medwell SA** focusses on the principle of "Managed Home Nursing Care", which ensures that the primary care of **Medwell SA** patients is continuous from Hospital/Rehab/Sub Acute to home. This guarantees that there is no interruption in the recovery process of the patient. **Medwell SA** works in conjunction with all relevant disciplines (GP's, Specialists, Occupational Therapists, Physiotherapists, Social workers etc.) to form a multi-disciplinary team. Together we assess the medical history of the patient and provide relevant input to determine the Care Plan prescribed to our patients.



## ○ WHAT IS MANAGED HOME NURSING CARE?

Managed Home Nursing Care provides services based on the specific needs of patients in the comfort of their own homes, 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 a General Care Plan, is tailored to the specific needs of the patient and adjusted to the change according to the clinical and personal circumstances of the patient, and that of the family, to prevent unnecessary services or cost.

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

## ○ THE MEDWELL SA WAY

When age starts to hamper, 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's** incorporated entities, Gernessa Home Nursing and Elcare Managed Home Nursing Services are both registered with the Board of Healthcare Funders South Africa (BHF). Registration as a practice is compulsory for the option of payment by medical aids for managed home care services. Medical aid scheme terms and conditions apply.



## Pre-Service Procedures

Initial contact will be with a Care Manager who will co-ordinate and manage the services in conjunction with a multi-disciplinary team. An initial clinical assessment of the patient, performed by a Registered Nurse, is compulsory and forms the basis prior to 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 at 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 received from the medical aid or a Care Plan is agreed upon, it forms part of the post- evaluation procedure. **Medwell SA** compiles a report of motivation for authorisation from the medical aid. This report, together with the medical history, diagnosis and ICD - 10 codes (diagnostic codes) and a letter of motivation from the treating Medical Practitioner is sent to the medical aid. Depending on feedback, it will be determined whether the fees charged for nursing will be paid by the medical aid 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:

# Leaders <sup>in</sup> Managed Home Nursing and Health Care

- A Registered Nurse introduces the Care Worker to the patient and relatives
- The Care Plan and duties of the Caregivers (Care Worker/enrolled nursing assistant/auxiliary nurse) is 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, (and are 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 as stipulated by the Medical Practitioner or as 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 aid authorisation, the report will be sent to the medical aid for motivation.

## Attending Practitioner Feedback

The involvement of the Medical Practitioner is, at all times, integral to the Managed Home Care process. A complete report is sent to the treating practitioner, cementing the relationship between the care practice and the practitioner. This relationship is vital for the period of home care, as the Care Manager consults the attending practitioner with regards to adjustments to the treatment plan and other aspects of the clinical history and future care.

## ○ 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 which **Medwell SA** strictly adheres to. All staff, except Care Workers, are registered with the South African Nursing Council. Apart from our nursing staff, our Care Managers form 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 Medical Social Worker who oversees, manages and coordinates all aspects of the service. Responsibilities are to:

- Assess the personal and clinical needs of the patient as well as the needs of the family, in conjunction with a multi-disciplinary team
- Compile a Care Plan according to clinical and medical needs of the patient and family members
- Negotiate with the medical aids 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/Bedside Attendants.

A **Medwell SA** Care Worker or Bedside Attendant 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 Alzheimer's disease, Stroke recovery and Dementia.



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

- Managing bathing, grooming, feeding, dressing and assisting the patient in toilet routine.
- Assisting the patient with mobility-related difficulties.
- Assisting with general house hold 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
- Equipment hire/sales
- Dementia care
- Alzheimer's care
- Single nursing procedures
- Social work consultations
- Comprehensive physiotherapy at home and at our clinics
- Dentistry at home
- Frail Care Facility management
- Implementation of Holistic Health Care services in retirement/lifestyle villages
- Assistance with planning and design of care facilities

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## CONTACT DETAILS

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