

Facilities Available

Cafeteria:

Situated on B floor between the main hospital and outpatients department. A snack shop is situated on the ground floor in outpatients opposite occupational therapy. A few shops, ATM and laundrette are situated across Klipfontein Road.

Parking:

The Parking is run by an outside company. They will charge you a rate for parking. All covered/ shaded parking bays are for permit holders only. If you park here without a permit your wheel may be clamped.

Additional family support:

A Muslim Prayer Room and Prayer Sanctuary are situated on the ground floor.

2nd-Hand shop:

The Friends of the Hospital have a second hand clothing shop.

Open: 8:30 to 13:00

Where: ground floor, OPD next to snack shop.

Play area:

Situated outside the trauma entrance and outside between outpatients and the main hospital. Please note you do need to supervise your child here.



Card/ payphones are situated around the hospital.

Interpreters are available. If one is needed, please inform the nursing staff at the clinic you are going to attend.

Friends of Red Cross Hospital

Friends are a group of volunteers who support the hospital in different ways. You may meet some of these volunteers when they bring toys to the waiting area. Usually they wear a colourful apron, this will help you recognise them. Friends also run a Family Resource Centre where you may be able to find out more information about your child's condition. Ask the staff to direct you there.



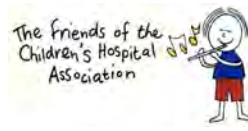
Contacts:

Appointments: 021 658 5002

As necessary, we will put you through to the right extension

Please talk to the clinic staff if you have any compliments or complaints.

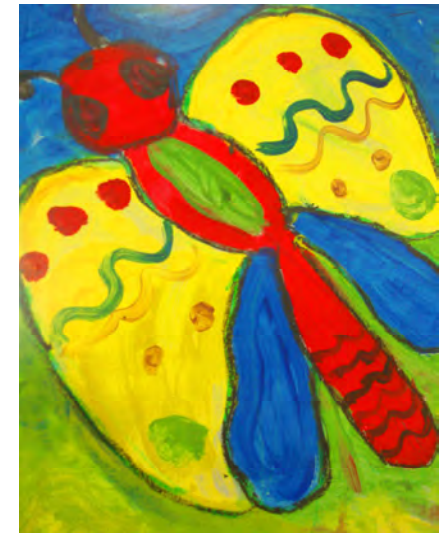
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Welcome to
**Red Cross War Memorial
Children's Hospital**

S27 Clinic

First floor
Out Patient Building



This pamphlet will prepare you for your child's visit to the S27 clinic. It serves as a guide giving you all sorts of helpful information.

Of course... we're also here to help so feel free to ask!

*In order to be seen at any of our clinics, your child needs to be discussed with the Doctor concerned along with a suitable referral letter.
Different Specialized clinics are held on different days...*



1) Cardiac Clinic

Monday & Thursday: from 12h00
Tuesday: from 08h00

2) Dermatology Clinic

These clinics are held on Mon, Tues & Thurs.

3) Endocrine Clinic

Monday: 08h00. Folders to be collected at S13

4) Genetic Clinic

Tuesday: 08h00
Wednesday: from 12h00

5) Gastrointestinal (GIT) Clinic

Wednesday: 08h00 & 12h00

6) Liver Clinic

Monday: 08h00

7) Immunology Clinic

Monday: 08h00

8) Lipid Clinic

Monday: 08h00

9) Renal Clinic

Tues: 12h00
Friday: 08h00

10) Urology Clinic

Friday: 08h00

11) Neurology Clinic

Monday to Friday

12) Medical Out-Patients

This clinic is held every day Monday to Friday. Patients with letters from Community Health Centres (CHC) & Clinical Nurse Practitioners are seen in S27. Once they have been assessed at this clinic children will be booked into the more specialized clinics.

13) Muscle Clinic

Tuesday: 08h00

14) Neuropsychiatry Clinic

Wednesday: 08h00

Visiting S27? Some helpful tips...

Appointments: if you can't make it let us know in good time. Children are seen by appointment only.

Appointments: we do our best to stick to appointment schedules, however sometimes you may have to wait longer than usual. Please be patient with us.

Accompanying a child: a parent, family member or person who knows the child needs to be with the child for the appointment

Bring all medication your child is using with to the visit.



Bring: referral letter, child's birth certificate, clinic card, parent's Identity document, proof of income/ Medical Aid card, contact details of parents.

Collect your child's folder from S1 at the entrance to outpatients before visiting the clinic. This is a good time to check with the clerk that your details are correct. If you missed an appointment or are not booked you need to go to S12 first.

Collect medication prescribed at the Community Health Centre (or Red Cross only if arranged) before the medication you have runs out.

Discuss with the doctor BEFORE stopping any medication.

Ensure all personal and contact details are correct at each visit.

Fair Payment: to make sure you don't pay more than you should bring some proof such as payslip, UIF, All Pay card, Affidavit if unemployed.

Going on Holiday or leaving the country? Remember to collect extra medication or a referral letter.

Having difficulty obtaining medication at the Community Health Centre? Inform our pharmacy.

Inform all clinics if your child has an appointment at more than one clinic on the same day.

