Help us care for your child...

If your child is having surgery or a procedure, you may be asked to sign a consent form (a form giving the medical team permission to perform the procedure). Take your time reading through the whole form before signing. Feel free to ask about anything you may be unsure of.

As the hospital is linked to educational facilities, you may have students come and ask if they can examine your child or talk to you. This helps them in their studies.

A group of doctors may come around on a ward round and discuss your child's condition. These are good opportunities to ask any questions you may have.

On discharge please make sure you have your child's referral letter and medication before leaving the hospital.

Confidentiality

We give information about a child's condition to the child's parents/guardians and not other family members or friends. Help us in this and discourage family and friends from phoning the ward.

Information in the folders is confidential. As information and/or diagnosis is not confirmed until all the test results are received, please do not read the information in the folders. Nursing and Medical language can easily be misinterpreted.

Additional Family Support

There is a Prayer Sanctuary and Muslim Prayer Room situated on the ground floor. The ward staff will contact the hospital chaplain on request.

If you need a certificate for work stating the time spent with your child in the ward, the doctor will issue one.

You are responsible for your own bus fare.

We do not encourage parents to come into the procedure room as some may find it uncomfortable to watch and may not cope.

We are trying to be tolerant of others. Our ward security will help in this regard.

Contact Details:
021 658 5378

Thank you,
the S11 staff.

© Children’s artwork courtesy of Red Cross War Memorial Children’s Hospital school. Photographs used with permission.

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

We’d like to make sure your child gets the best possible care.
This pamphlet will serve as a guide giving you all sorts of helpful information.
Of course... we’re also here to help so feel free to ask!
We understand having a child in hospital can be very stressful for the whole family. This is a road we are travelling together and we hope to be a support to you and your child.

S11, is a short stay ward with a rehydration unit. Depending on the severity of your child's illness, the length of stay should not be more than 48 hours. If the condition takes a long time to improve, the doctor may decide to keep your child longer than 48 hours or may transfer your child to another ward/hospital.

TO ENSURE YOUR CHILD’S SAFETY: NO CHILDREN MAY BE TAKEN OUT OF THE WARD UNTIL THEY ARE TRANSFERRED OR DISCHARGED.

Want to visit? ....Of course you may visit!

Only one parent/ escort may stay with the patient at all times due to inadequate space. You may relieve each other when necessary.

Visiting hours for family and friends:
3-4pm & 7-8pm

Please ask permission from the ward sister if siblings or children under 13 are visiting.

Because our sick children are at risk of infection, visitors who are sick or feel they may be getting sick should stay at home.

It will help us if you adhere to these hours. It is difficult for the staff to perform their duties when there are too many people around.

Kindly wash your hands with soap every time you enter the ward, change a nappy or use the bathroom. ...thank you for your help in this!

**Nappies**

Clean nappies are supplied to in-patients when requested (issued one at a time). The nappies issued in the ward are hospital property.

**Meals**

Meals are served as follows:
- Breakfast
- Full lunch
- Light supper
- Evening Snack

Halaal food is available.

One parent/ escort will be served food at the bedside. If you do bring your own food, kindly make sure there is no food left around the bed area. We appreciate your help in this.

**Protect your child**

- Wash your hands regularly
- Raise the cot sides every time you leave your child in the cot
- Kindly don’t test the strength of the cots by sleeping/ sitting on them
- Help us keep the bedside areas clean and tidy
- Use the bins provided for litter
- Keep smoking for outside the hospital building
- Make sure your child always has a hospital identity bracelet
- On discharge please make sure you have your child’s referral letter and medication before leaving the hospital.

**Shower/washing facilities**

Showers for parents/ escorts are open from 07h00 to 11h00 daily. The bath should be used for bathing patients who are 3 years and older. A washing line is available outside, please don’t hang washing in the ward.

**Cell phones**

Plug points are limited and often needed for equipment - just check with the nurses if you need to recharge your phone. Please make use of your own charger and adaptor.

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The doctor in charge is:

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The ward round starts at:

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