Getting Admitted: All You Need to Know

Your Guide to a Smooth Admission at Ahmed Al-Kadi Private Hospital

AHMED AL-KADI PRIVATE HOSPITAL | Excellence in Healthcare

Customercare@aakh.co.za
info@aakh.co.za
031 492 3400
031 492 3416 (WhatsApp)
www.ahmedalkadi.com

WELCOME

At Ahmed Al-Kadi Private Hospital, we are dedicated to providing compassionate, patient-centred care in a world-class healthcare environment. From the moment you walk through our doors, your health and well-being become our priority.

Our Commitment to You

Your care, comfort, and dignity are at the heart of everything we do. We are committed to delivering personalized, high-quality healthcare that meets your unique needs. With a strong focus on service excellence, we uphold the highest medical and ethical standards, continually advancing our technology, expertise, and patient experience. Every member of our team is devoted to providing efficient, compassionate, and professional care, ensuring that you receive the best possible treatment in a safe and supportive environment. We understand that a hospital stay can be overwhelming, but rest assured, we are here to support, guide, and care for you at every step of your journey to recovery.

Thank you for placing your trust in us.

ADMISSION PROCESS:

Pre-Admission:

- Patients are encouraged to complete pre-admission at least 48 hours prior to planned admission.
- Complete the pre-admission form and submit it via email to **admissions@aakh.co.za** or visit our preadmission desk at the main reception.
- For maternity patients, registration by the 28th week of pregnancy is advised.

Medical Aid Authorization:

- Contact your medical aid to obtain authorization for your procedure. Our preadmission desk can assist you with this.
- Provide necessary details such as doctor's practice number, hospital name, admission date, procedure details, and relevant codes.

Private Patients:

- Information on financial arrangements, including deposits and estimates, is available for private patients. Contact the preadmission desk for more information.
- Competitive maternity cash packages are offered; refer to the Maternity Cash Packages brochure for details

Please note: Only 1 person may accompany the patient to the ward to settle in.
We offer comfortable waiting areas on each level outside the wards for waiting visitors

WHAT TO BRING:

Essential Documents:

- [ ] Identification Document or Passport
- [ ] Medical Aid Membership Card
- [ ] Medical Aid Authorization Number
- [ ] Any relevant X-rays, scans, or test results
- [ ] Signed surgical procedure consent form from your doctor (if applicable)
- [ ] Chronic medication in original packaging
- [ ] Knowledge of your medical history
- [ ] Your personal belongings as listed below:

Personal Items:

- [ ] Comfortable clothing / Lounge wear / Nightwear
- [ ] Comfortable shoes
- [ ] Toiletries (toothbrush, toothpaste, hairbrush etc.)
- [ ] Dressing gown
- [ ] Towel
- [ ] Earphones for TV (available for purchase at reception)
- [ ] Clothing for discharge
- [ ] Reading material if needed
- [ ] Mobile charger

ITEMS NOT ALLOWED WHILST YOU ARE IN THE HOSPITAL CARE:

- Hot water bottles or bean bags or other items of body heat generating devices are not allowed due to our health and safety protocols
- Loud music
- Smoking of any type including e cigarettes
- No alcohol consumption or alcohol allowed on hospital premises
- Firearms or other dangerous weapons
- Narcotic drugs

Note: It's advisable not to bring valuables, as the hospital cannot be held responsible for lost items. The ward does have a small secure space for small valuables to be locked away whilst you go to theatre. All personal belongings brought in and kept at own risk.

VISITING HOURS

11:00 - 12:00
15:00 - 16:00
19:15 - 20:15

(for all wards except maternity)

WIFI

The AAK offers a capped 5GB of complimentary wifi daily.

5GB

PLANNING FOR A SMOOTH RECOVERY AND DISCHARGE

At Ahmed Al-Kadi Private Hospital, we believe that recovery begins not just in the hospital, but also with a well-prepared plan for going home. As part of your healing journey, it's important to start thinking about your discharge as early as possible—even before admission. Consider who will assist you at home, how you will manage mobility and daily tasks, and whether you need any special equipment or follow-up care.

Discuss and plan your discharge with the nurse and doctor to ensure a speedy and effective discharge process.

Discuss your recovery goals, medications, and post-hospital support with your doctor and healthcare team to ensure a smooth transition back to your routine. By planning ahead, you can focus on healing with confidence, knowing that everything is in place for a safe and comfortable return home. Discharge time is before 12pm. Complimentary hospital transport available within a 25km radius.

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