



**RAPHA** Healthcare

# PATIENT'S DISCHARGE PLAN

Hospital to Home



21 Lighthouse Road  
Beacon Rock  
Umhlanga Ridge,  
Durban, KZN  
4319

+27 73 530 2768  
+27 81 491 1604

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

A Home Healthcare Service Provider

Reg. SANC: 13922612 | Licence No: 2019/161055/07 | BHF Practice No: 080 000 025 9896

# CONTENTS

- Executive Summary | [Page 3](#)
- Our Vision & Mission | [Page 3](#)
- Company Overview | [Page 4](#)
- Core Values | [Page 4](#)
- Target Group & Services Offered | [Page 5](#)
- Our Hospital Discharge Plan | [Page 6 & 7](#)
- Our Team | [Page 8](#)
- Rates | [Page 8](#)
- Contact Details | [Page 9](#)



## EXECUTIVE SUMMARY

Rapha Healthcare International (RHI) is a licensed Home Healthcare Service provider, authorized by the South African Nursing Council (SANC) and the Board of Healthcare Funders (BHF), South Africa, for the facilitation of Health care professionals to patient's homes in order to provide the continuum of care post discharge from a health care facility, as well as clients requesting our services privately. RHI has been providing exceptional services for almost 20 years and still continues to serve with the highest level of integrity, empathy and professionalism thereby making a positive impact in the lives of our patients. Market research indicates that there is a growing need for quality home healthcare services within the Kwa Zulu Natal region. Bearing this in mind we believe that Rapha Healthcare has a competent, professional and well organized responsive management team that is able to create a conducive, warm, and therapeutic environment within the comfort of the patient's home. Our ultimate purpose is to ensure the quick recovery and progressive healing of the patient and to maintain the quality and continuity of life.

## OUR VISION & MISSION

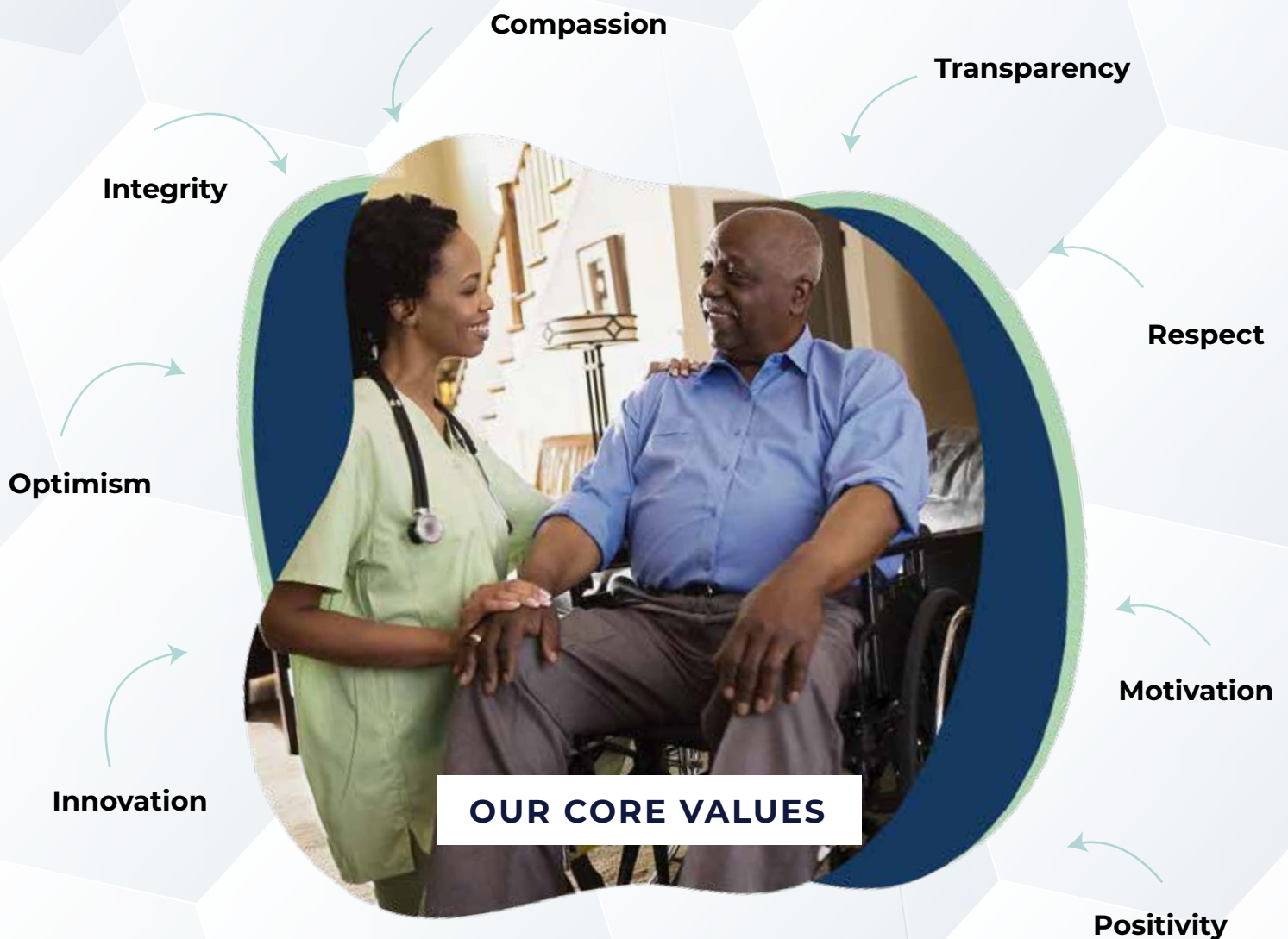
*Our vision* is to provide holistic, specialized healthcare of the highest caliber in the comfort of the patient's home at an affordable rate.

*Our mission* is to continuously strive to deliver efficient and effective quality healthcare 24/7, guaranteeing the highest level of patient care through the provision of competent, friendly, and professional services based on empathy and compassion. RHI is centered around the holistic concepts of healthcare that unceasingly endeavors to provide a multi-dimensional approach to caring for our clients well-being. In addition, our personal care along with well trained professionals aim to administer the highest level of care, by a careful assessment, treatment and care of the patient, ultimately delivering quality service and bringing comfort and healing to the patient.



## COMPANY OVERVIEW

Rapha Healthcare International (RHI) provides unique healthcare services to patients who require medical care in the comfort of their home. We use efficient and effective methods to take care of patients at home while reducing the need for prolonged hospitalization or institutional care. Pride is taken to cater for each client and their specific requests and desires. A tailor made care plan is detailed out to support the client on their road to recovery using the best methods as well as minimizing the need for unnecessary services and costs. Rapha Healthcare International works on the basis of care management, hiring of the best medical personnel is a priority in order to deliver professional services of the highest level to our clients and or patients. RHI collaborates with a multi-disciplinary team to construct an effective plan of management with the best interests of the patient and their families in mind.



## TARGET GROUP & SERVICES OFFERED:

Rapha Healthcare provides 24/7 nursing services to all ages, regardless of religion or race.

Our services include the following:

### Provision of HealthCare Professionals for all disciplines.

- Rehabilitation of Stroke patients
- Orthopaedic Care
- Physiotherapy at Home
- Clinical Assessments
- All nursing procedures
- Palliative Care
- Post-Surgical Care
- Ante-Natal & Post Natal Care
- Post Hospital Care
- Tracheostomy Care
- Oncology Care
- Alzheimer / Dementia Care
- Frail Care
- Intravenous (IV) Therapy
- Wound Care
- Pain Management
- Catheter Care
- Stoma therapy
- Provision of Health Equipment

*\*Transportation provided: On request*



## OUR HOSPITAL DISCHARGE PLAN

We never give it much thought about loved ones or people who are diagnosed with an ailment that require medical care over a prolonged period. The experience can be quite traumatizing as well as daunting as the change in lifestyle affects not only the patient but the family as well. Dealing with cases of this nature requires, patience, understanding, empathy and a high level of professionalism in order to ensure success.

The transition from hospital to home is critical to the health and well-being of the patient. Studies have found that a well-organized hospital discharge plan can dramatically improve the outcome of patients as they move from hospital to home. RHI is uniquely positioned to provide a smooth transition from one level of care to another care.

### Our Hospital Discharge Plan follows the **EPAD** checklist which are:

- **Evaluating:**

The patient is assessed by our Medical Doctor and or Registered Nurse in collaboration with the patient's assigned or attending Doctor.

- **Planning:**

A plan is created based on the assessment, discharge date, and the authorization granted by the medical aid insurance.

The schedule – Day, Night or 24hour service to be provided

Type of Healthcare Professionals required.

Whether caregiver training or other support is needed.

- **Arranging:**

Follow-up appointments, tests or transportation.

Medication & diet.

Extra equipment (if required), such as a wheelchair, commode, or oxygen, etc.

- **Discussing:**

Describe what life at home will be like;

Discuss the plan with the patient and or his/her representative.

Highlight warning signs and problems;

Explain test results.



## AN EXAMPLE OF A BASIC CARE PLAN

ASSESSMENT/ NURSING DIAGNOSIS	INTERVENTION	EXPECTED OUTCOME
Functional Status Personal Care Urine Bowels	Patient to be assisted to the toilet when required	Patient will be able to maintain bladder and bowel activity without any stress.
Basic Care	Patient is unable to conduct ADL's and requires constant assistance with bathing, feeding, changing and toileting needs	Patient basic needs will be met thereby ensuring a state of well-being to aid in recovery until self-care is initiated.
Risk of Falls	Providing a safe, clean, and secure environment to ensure safety	Patient will not be injured due to inability to walk freely and risk fatalities.
Monitoring of Oxygen Saturation	Maintaining the patients' oxygen saturation levels	Patient will be able to breathe without distress until able to maintain saturation on room air.
Pressure Ulcers	Maintain skin integrity and nutritional status	Skin will remain intact and free of ulcers
Pain management	Administer analgesics to prevent stress due to pain especially of the chest and spine.	Patient will be free of pain
Maintaining Mental Status, state of well being	Patient feels anxious due to the current condition	Patient to be reassured and feel safe and comfortable.  Provide diversional activity and therapy when possible
Gastric Reflux/ Abdominal pain	Patient has abdominal discomfort and indigestion	Ensure correct diet is followed to prevent pain and discomfort.
Administration of medication	Patient is on anti-hypertensive, diabetic, MTP immunosuppressant's and anti-anxiety and thyroid medication	Correct administration of Intravenous therapy and medication. Maintain compliance.
Monitoring of Vital Signs	Vitals signs to be regularly monitored to prevent complications	Maintain levels within the normal range.



## OUR TEAM

Rapha Healthcare comprises of a multi-disciplinary team which include:

- Medical Doctors
- Care Givers
- Physiotherapist
- Psychologists
- Registered Nurses
- Dieticians
- Enrolled Nurses
- A Lawyer

### The Core Team:

- Mr. Jerushan Jeremiah | **CEO**
- Dr. Talia Carmel | **Medical Supervisor**
- Ms. Mala Munsamy | **Medical Director**
- Ms Bronwyn Naidoo | **Director Marketing & IT**
- Dr. Emmanuel Munsamy | **HR Director**
- Mr. Jacques Peter | **Legal Advisor**
- Dr P.T. Raman | **Medical Advisor**

## RATES

Rates vary depending on various factors such as:

- Location.
- Nature of illness.
- Duration (Day, Night or 24-hour service).
- Type of Healthcare Professional / Worker assigned to case.
- Transportation.
- Rates differ for cash paying patients.
- Medical Aid rates apply. (Is subject to approval).
- Rates to be provided on request.
- Terms and conditions apply.







## OUR CONTACT DETAILS

Address: 21 Lighthouse Rd, Beacon Rock, Umhlanga, 4319

Mobile: +27 73 530 2768 / +27 81 491 1604

Email address: [raphainternational.int@gmail.com](mailto:raphainternational.int@gmail.com)

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

Reg. SANC: 13922612 | Licence No: 2019/161055/07 | BHF Practice No: 080 000 025 9896

 @raphahealthcareint

 @raphaint

