

Hospital Admission Preparation

We look forward to provide you with the best treatment possible

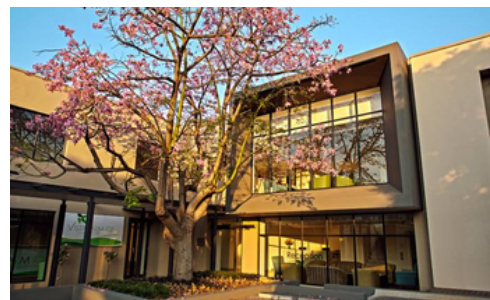
Our Clinical team is diligently preparing for your upcoming healing journey at Vista Clinic.

Upon arrival, kindly report to the reception desk for your admission appointment.

**You will receive an sms from Vista Clinic which confirms your day of admission.
In order for us to ensure your smooth and efficient admission process, please make sure to
arrive on the confirmed scheduled date and time.**

Please present your 'P Number' (displayed in the confirmation sms) at the admission desk.

Patients under 18 years of age are requested to be accompanied by the individual responsible for the account or guarantor when arriving at the admissions area.



Packing Essentials

- Sleepwear, toiletries, and towels
- Exercise clothing and shoes
- Extra blanket during winter
- Chronic medication in original packaging
- R5-coins for laundry
(2 coins per wash, 2 coins per tumble dry)
Washing powder/detergent and softener for laundry
- Phone charger and own 2-point plug
- Notebook & pen
- Limited number of healthy snacks that does not require refrigeration.
Fridge capacity is limited and used at own risk
- Leave your valuables at home -
Vista Clinic does not take responsibility for the safekeeping of your valuables

What to Bring Along

Documents for Admission:

- Medical aid membership card
- ID document of patient
- ID document of the main member/person responsible
- Proof of payment for private patients or co-payment where applicable. Debit or credit card facilities are available at admissions

We recommend 1 x 20kg luggage to accommodate the therapeutic space.

Bring appropriate casual clothing and comfortable footwear for engaging in group activities. Please dress modestly to show respect for the various cultures and patients of different ages who are receiving care at our hospital. Appropriate clothing includes items such as jeans, trousers, longer skirts or dresses, T-shirts, blouses, and comfortable tops that are not revealing. We kindly ask that very short shorts, low-cut tops, crop tops, and clothing with offensive graphics or wording be avoided.

We appreciate your consideration of others.

Hospital Regulations

The primary objective of our hospital rules and treatment protocols is to expedite your recovery and make your stay with us as comfortable as possible.

Adherence to these hospital guidelines is imperative for your well-being.



PARCELS & DELIVERIES

Deliveries are scheduled between the hours of 14:00 to 18:00.

For the safety of our patients, all parcels are directed to our Parcel Office before gaining entry to the clinic and need to be labeled with the patient's name, surname, ward, and name of the sender.

Vista Clinic cannot endorse food deliveries due to health and safety concerns, and cannot assume liability for any instances of food poisoning resulting from food deliveries.

Discuss your need to receive or send a parcel home with the Registered Nurse in the ward where you are admitted.



VISITORS

Visitation is a key component in the therapeutic programme. Visitors are warmly received upon receipt of an invitation from the patient, preferably after the 48hour assessment period.

Visitation before the assessment period has lapsed can be evaluated and discussed with your Clinical team.

All visitors need to make use of an access code sent from the Ward.

Visitation may be stopped for treatment reasons by your Clinical team.

A maximum of 2 visitors are allowed per patient per visiting time.
Weekday hours: 17:30 - 18:30.
Weekend and
Public Holiday hours:
11H15 - 12H00 | 14:30 - 15:30.



SUBSTANCE & WEAPONS

Vista Clinic is a smoke-free hospital. There are designated smoking areas for patients (including vaping/e-cigarettes).

No drugs or alcohol are allowed, including cannabis products in any form.

For your safety, and that of others, no weapons or hazardous items are allowed.

Visitors supplying patients with the above will be banned from entering the premises.

Patients found with any of the above will be discharged immediately.

No smoking facilities for visitors.

Facilities



Coffee and Convenience Shop (cashless)



Chapel Service



VistPharm



The Leader in Specialized Psychiatric Care