

We welcome you to a virtual tour of our facility

Rhino Park Private Hospital

Our Mission Statement:

To provide caring, dignified and affordable health care to the people of Namibia (and all our patients) and in so doing strive for service excellence.

120 🛏
Number of
beds

14 🏢
Number of
departments

> 200 👤
personnel
employed

303 🩺
Number of
doctors
using our
facility

📞 +264 61 375 000

📠 +264 61 375 001

📄 PO Box 8177, Bachbrecht, Windhoek

✉ esme@hospital.com.na

🌐 www.hospital-namibia.com

🌍 Rhino street, Rhino Park, Windhoek

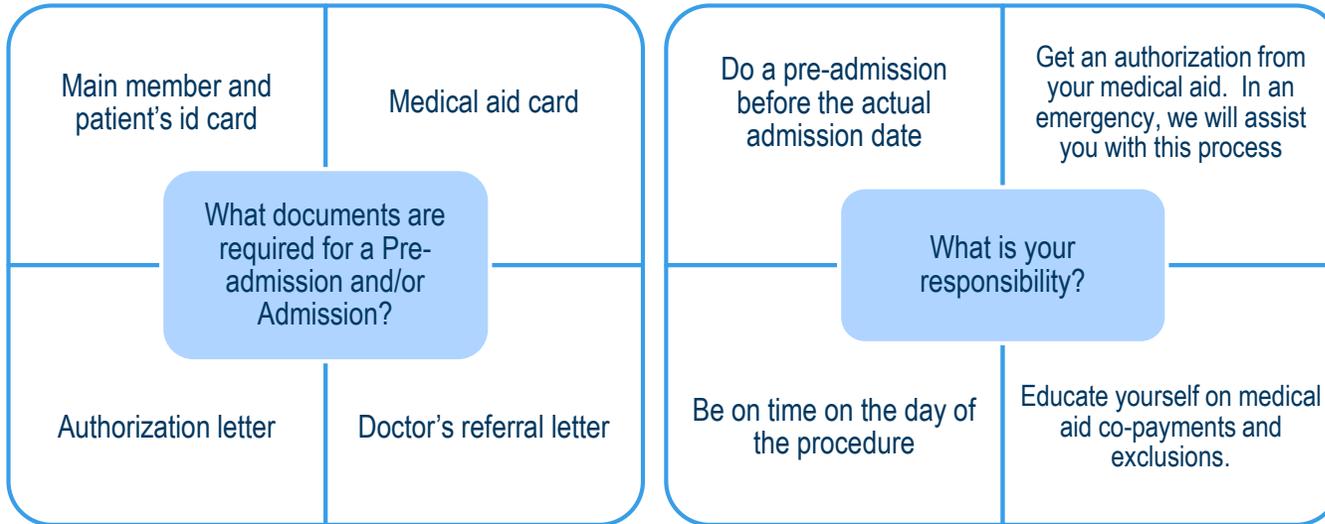
👍 Rhino Park Private Hospital (Facebook)



Rhino Park Private Hospital

Administration

Rhino Park Private Hospital has put measures in place to ensure that the admission process is fast and effective. Please note the following important information:



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 Administration & Case Manager
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Definitions

Pre-admission:
 Creation of a patient profile before the actual date of the procedure / admission to speed up the admission process on the day of admission

Admission:
 On the day of the procedure, a profile can be created, but if a pre-admission is available, the admission process is much faster

Authorization:
 A number provided by the medical aid with proof that the account will be paid, also indicating if there are exclusions or co-payments.

Case Management:
 While in hospital, our case managers will regularly send updates to your medical aid to ensure that the authorization stays updated and the medical aid is informed of your progress or any changes in your level of care

Co-payment:
 A payment payable on admission as per your medical aid rules. Your Medical aid information booklet will have more details or visit our webpage for links to all Medical aids



Rhino Park Private Hospital

Administration

Co-payments

PSEMAS Higher Option

- 5% Co-payment for all admissions
- If a PSEMAS member also has Complimed Gap Cover, no co-payment is required

Dental Procedures

- Please refer to your Medical aid information booklet regarding dental co-payments and/or benefit limits

Private Patients

- General procedure / admission – N\$20,000.00
- Intensive Care Unit (ICU) admission – N\$100,000.00
- Neo-Natal ICU admission – N\$100,000.00
- High Care (HC) admission – N\$50,000.00
- Out Patient Department (OPD) – N\$1,500.00 (excl. doctor's costs)

Medical aids not accepted

PSEMAS Standard Option

- Admissions on PSEMAS Standard Option is only allowed at state facilities
- We accept PSEMAS Standard option for maternity cases only if the member also has Complimed Gap Cover

Not accepted for general procedures / admissions

- Namibia Health Plan (NHP) – Blue diamond and Litunga
- Namibia Medical Care (NMC) – Topaz
- Nammed – Basic

Not accepted for Maternity

- Prosperity - Humanity Day 1
- Namibia Health Plan (NHP) – Blue diamond
- NMC – Topaz Plus
- Dependent-on-dependent or third party generations

Quotations

If your medical aid has benefit limits and/or co-payments, or you are a Private patient, you can ask us to prepare a quotation. Here is important information to remember:

- A quotation is only an estimation and the finalized amount may be different than the quoted amount
- Our quotations only include the hospital costs and exclude the costs of any other service provider e.g. radiology, laboratory, physiotherapy, doctors, specialists, anesthetists, etc.
- The quoted amount is payable before admission (for private patients) and the signed quotation can be sent to reception@hospital.com.na
- If a refund is available, it will be paid on the following conditions:
 - It takes about 4 weeks to finalize a refund
 - A Namibian bank account and proof of identity must be available



Rhino Park Private Hospital

Out Patient Department

+ Doctor available Monday to Friday: 19:00 - 23:00

+ Doctor on-call Weekends and public holidays: 07:00 - 23:00

Minor injuries and ailments can be treated in the OPD department. A doctor can also do an admission into the hospital if necessary or contact your family physician on your request

Specialists and Radiology services are on-call as well



☎ +264 61 375 000





Rhino Park Private Hospital

Day Ward & Procedure room



Procedure Room

- Equipped with 2 endoscopic towers to perform gastroscopies, colonoscopies, and sigmoidoscopies under conscious sedation
- Local anesthetic procedures are done in the Procedure room
- Plaster of Paris applications and wound suturing are done here



Day Ward

- The Day Ward has 19 beds
- All day theatre patients are prepared here before the procedure and monitored and treated during their recovery period
- All patients from the Procedure room are treated and monitored here before discharge
- Dressings, injections, inhalation treatment and insertion of iv cannulas and saline locks are done in the Day ward



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Unit Manager – Day Ward,
Procedure Room & OPD

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Important advice prior to admission

Food and drinks



- Do not eat or drink anything from midnight of the day before the procedure or surgery or at least 8 hours before the operation or endoscopy
- Water can be taken 4 hours before the surgery or endoscopy

Time



- The doctor's office will advise you on what time you should arrive at the hospital on the day of your procedure/surgery
- Make sure you obtain an authorization number/letter from your medical aid

Medication



- Please give your complete medical and surgical history as well as chronic medication and allergies to the admission nurse
- Your doctor will advise you on medication to stop or take before the procedure
- Bring along any blood test results, x-rays or sonar reports
- It is advisable to bring along your chronic medication since you might need to take it before or after the procedure e.g. epileptic, asthma or high blood pressure medication

Bowel preparation



- For colonoscopy and sigmoidoscopy procedures, bowel preparation must commence a day or two before the procedure and your doctor will give you instructions on this procedure
- Poor bowel preparation will result in cancellation of the procedure therefore it is important to follow your doctor's instructions and diet plan
- Do not eat solid foods during bowel preparation, rather consume only clear fluids e.g. clear juice, tea, clear soft drinks and sport drinks
- Drink lots of water before, during and after bowel preparation

Guardian



- At least 1 biological parent or guardian must accompany a child to the hospital for the signing of consent for the procedure/operation
- In the case of small children, 1 person can accompany a child into the theatre until he/she is under anaesthesia

Post operative



- Your doctor and/or the nurse will give you health education regarding wound care, medication, and follow-up care
- It is important to follow these instructions for a speedy recovery
- For your safety, our policy prohibits patients from driving at least 24 hours after an operation/procedure. It is advisable to not operate machinery, drink alcohol or do anything that requires concentration for 24 hours after your procedure due to the effect of the anaesthesia



Rhino Park Private Hospital

Main Theatre



Waiting area

- Your journey in theatre starts in the waiting area where we do our pre-operative checklist to ascertain the validity of consent and preparedness for the procedure
- We get information on your chronic conditions and medication that is taken
- We make sure you understand the procedure and that the correct consent was signed by you, the patient
- We ensure that you do not have one of the following: Lipstick, nail polish, dentures/crowns or false eyelashes

Operating theatres

- All 3 operating theatres are well organized and equipped with wall suction system, Oxygen, anaesthetic gasses, operating table, anaesthetic machine; 2 theatres are equipped with laparoscopic towers and 1 theatre has a C-arm
- Each theatre houses a team of 6 personnel including a surgeon, surgeon assistant, scrub sister, anaesthetic doctor, anaesthetist assistant, and a runner nurse
- We offer several specialties from minor to major procedures that includes: General surgery, endoscopic surgery, Gynecology, ENT, Dental & Maxilla facial, Urology, Plastic Surgery, and Minor Orthopedic surgery
- We have excellent doctors that perform these surgeries at our facility
- We offer different types of anaesthesia e.g. General anaesthesia, Conscious sedation, spinal and local block
- We have strict and specific requirements for all personnel entering the operating theatres to minimize the spread of micro-organisms

Recovery room

- Here we have space for 3 beds, 3 monitors, wall suction unit and a warm cabinet for IV fluids
- The recovery room is used to wake up patients from anaesthesia and to monitor a patient closely for the first 30 minutes to an hour after surgery



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Rhino Park Private Hospital

General Ward

Ward
A



Ward
B

General information

- Staffed 24 hours per day
- Surgical admissions for pre- and post-operative care
- Medical admissions for various diseases and medical conditions
- Patients from 14 years of age
- 10 Single and 11 double rooms, which can accommodate 32 patients
- Television, free Wi-Fi and air conditioners available in all rooms

Visiting hours

- Between 15:00 and 20:00
(Visiting hours may change without prior notice)

Staff

- Nursing staff are well trained
- Nursing staff wear pink scrubs, blue trousers, epaulets, and name badges
- Caregivers wear blue scrubs
- 1st to 4th year nursing students have supervised practical placements in our wards

Meals

- Caters for each patient's individual needs
- A kiosk is also available in the hospital
- Breakfast is served between 07:30-08:30
- Lunch is served at 12:00
- Dinner is served between 17:00 and 18:00



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Rhino Park Private Hospital

Intensive Care Unit



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Who we are:

- 4 ICU beds and 1 High Care bed
- Monitoring 24 hours a day
- We have a nurse:patient ration of 1:1
- Doctors, specialists, physiotherapists, and nurses are highly trained in providing critical care
- We provide individualized holistic nursing care
- Nurses are competent in managing critically ill and unstable patients in a caring and warm environment
- Staff are trained and kept updated on the current performance of Cardio-pulmonary resuscitation

Who we treat:

- Acutely ill patients who require critical medical treatment or life support
- We offer unique comprehensive critical care to all patients to save their life, alleviate suffering and promote health
- Patients who deteriorates suddenly following a planned admission
- Patients who require monitoring after surgery
- Patients with a variety of medical and surgical conditions that requires critical medical care
- Patients referred to us by a doctor or specialist

What you can expect:

- High concentration of specialized, technical and monitoring equipment
- Environment can be very intimidating for some patients and visitors as you will find a lot of activity, sounds, machines, tubes, cables, and monitors
- All equipment has alarms to inform staff about any changes in your condition, but not all alarms signal an emergency situation
- Note that the nurses understand your feelings and frustrations and will be able to provide the support that you need

Visitors:

- ICU patients are prone to develop infections because their immunity is already low therefore all visitors must wear masks and wash hands
- Patients need to rest therefore we restrict visitors to only close family members and allow patients to choose who can visit them (only parents are allowed to visit children)
- If you feel unwell, please reconsider visiting relatives in ICU as patients are already vulnerable
- We will make arrangements for family members who want to talk to the patient's doctor
- Please ask the staff regarding visiting hours



The following are not allowed in ICU

Flowers

May cause allergic reactions and aggravate breathing problems

Food

Patients are on strictly controlled diets prescribed by their doctor

Mobile phones

Source of infection. We do provide communication and a number for the family to call

Please ask our staff on what gifts are allowed



Rhino Park Private Hospital

Maternity Ward & Theatre



24 Private Rooms

- All rooms are private (at no extra cost) to ensure the best comfort for a new mother and baby
- Each room contains a television set, air conditioner, locker, baby bath and mattress, and a rocking chair
- WIFI is available. Please ask the staff for the password
- Call bells are available in the room as well as the bathroom for your convenience



2 Delivery rooms

- Delivery rooms are well equipped and ready to welcome your baby
- Delivery rooms are very close to the maternity theatre in case of an emergency situation
- 1 Delivery room is equipped with a large tub, used as a means of pain management during labor



1 Caesarean theatre

- Well equipped theatre that only caters for Caesarean sections
- Specifically trained staff to work in a theatre environment
- Your doctor will only do the booking for theatre (date and time) but you must come to the hospital to do a pre-booking for your admission



1 Nursery

- The nursery is generally staffed by a midwife/nurse
- Only the mother and father are allowed inside the nursery, other visitors can view baby through the nursery window
- Your baby will be brought here following delivery and placed in a warm incubator until the mother is ready for bonding
- All babies are kept in the nursery during visiting hours; this is a hospital policy to protect the babies
- All babies are taken to the nursery in the mornings to be handed over to the day staff, weighed and assessed as well as for hand over in the evenings



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Rhino Park Private Hospital

Maternity Ward & Theatre



Maternity admissions



When you plan to deliver your baby at Rhino Park Private Hospital:

A pre-admission / pre-booking can be done from 26 weeks of pregnancy

An authorization must be obtained from your medical aid at least a month before your expected delivery date

Download our admission form here: www.hospital-namibia.com and send the completed form to maternity@hospital.com.na

Registration of a Newborn

Baby must be registered with Home affairs within 24 hours (we do online registration on the home affairs portal to load all information before you visit their office)

Our Home affairs office is situated across from the hospital (Please ask our staff for directions)

After Baby was registered with Home Affairs, he/she must be registered on your medical aid immediately

If Baby is registered on PSEMAS Standard option and need treatment in NICU, he/she will be stabilized and transferred to a state facility



Rhino Park Private Hospital

Maternity Ward & Theatre

When should you come to the hospital?

- If you feel you are in labor
- If you have any concern about yourself or your baby (please inform the doctor before coming to the hospital if possible)
- If you are booked for induction of labor. Please be at the hospital no later than 06:00
- If you are booked for a Caesarean section. Please be at the hospital at least 3 hours before the time of the caesarean section

Seek help immediately when:

- A sudden gush of fluid from the vagina or you think that your “water has broken” or fresh, red bleeding from the vagina or brown, green or black fluid (called meconium) is leaking from the vagina or baby’s hand, foot or cord appearing from the vagina
- Blurred vision, dizziness, severe headache or feeling disorientated
- Extreme nausea or vomiting
- Chills and fever over 37.5°C, not accompanied by a common cold
- Increased swelling and puffiness of hands, feet, and ankles (especially if sudden onset)
- Sharp pain in the uterus or severe abdominal pain which is constant (does not come and go)
- Absence of fetal movements for 12 hours from the time that daily movement is apparent
- Increased, unusual thirst with reduced amounts of urine or if you did not urinate for half a day despite normal fluid intake
- Regular contractions and you think you might be in labor

Signs that you might be in labor:

- Loss of mucous plug (blood-stained and brownish mucous)
- Loose stools or even a touch of diarrhea
- Cramping, almost as if your period is about to begin
- Increase in the amount of vaginal discharge
- Bag of water (amniotic bag) begins to leak or breaks



Rhino Park Private Hospital

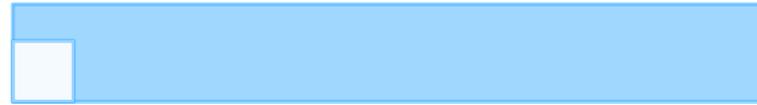
Maternity Ward & Theatre

For Mother



- Pajamas (with buttons in the front for breastfeeding)
- Dressing gown and slippers
- Loose fitting cotton panties or maternity panties
- Support feeding bra's
- Personal toiletries and 2 face cloths
- Nipple cream (e.g. lansinoh)
- Breast pads
- ID card, medical aid card and booking letter from the doctor
- Earphones for the television

For Baby



- Baby clothes for 3 days
- Receiving blankets
- 1 pack newborn disposable nappies
- Toiletries for your baby (preferably Epimax or aqueous cream and unscented products)
- Nappy/bum cream
- 50ml methylated (purple) spirits
- Cotton wool
- Wet wipes

The Hospital Bag Checklist



What to pack in your hospital bag



Admission

- You will be welcomed by one of our midwives
- Consents will be discussed with you, for you to sign
- You will be asked for the letter from your doctor which will provide us with your antenatal screening results
- You will be assisted to change into a hospital gown
- Your vital signs will be assessed e.g. blood pressure, pulse, temperature, weight, urine test, sugar (Hgt), Iron (Hb)
- You will be assisted into your bed and a CTG (Cardio Topography) will be attached and performed
- An in-depth history will be taken, which will enable us to provide you with more personalized care. Please be honest
- You will be orientated to your room and surroundings and introduced to the call bell system
- If you are showing signs of labor, the midwife will do a vaginal examination to assess your cervical dilatation



Consents for mother and baby

- **Caesarean section:** All patients are asked to sign a consent for Caesarean section IN CASE OF AN EMERGENCY. This is your choice but if signed during admission, it will be one less thing to worry about when there is an emergency
- **Blood transfusion:** All patients are asked to sign a consent for blood transfusion. Unfortunately, of the complications of delivery (both caesarean section AND normal deliver) is Post-Partum Hemorrhage, which often results in having to receive a blood transfusion. Again signing this consent does not mean it will happen
- **Tubal ligation/sterilization:** according to hospital policy, this form must be signed at your doctor's practice. Please remember to bring this form to the hospital on the day of the procedure
- **Vitamin K:** Konakion/vitamin K is given to all newborn babies to prevent blood clotting disorders, which can affect up to 1:10 000 babies
- **Immunizations:** the first vaccines given to newborns are Hepatitis B, BCG (Bacillus-Calmette Guerin) which is an anti-TB Vaccine and Oral polio drops



Safety protocol for your baby

- Your baby will get 2 identity bands – one on the wrist and one on the ankle
- On the ID band will be b/o (baby of) and YOUR surname, baby's date of birth (DOB), time of birth (TOB) and gender
- The ID bands will be shown to you and the father for you to check if all the details are correct and you will have to sign for "identification of delivery"
- When your baby is brought to you from the nursery, or when you collect the baby from the nursery, please always check that both ID bands are correct
- ONLY the mother and our nurses will be allowed to transfer your baby from the nursery to your room and ONLY in a crib (not carried in arms)
- The hospital has very strict security measures in place during visiting times
- At discharge, one of the nurses will again cross-check your ID band with your baby's and you will have to sign an "identification at discharge"

CTG definition: technical means of recording a fetal heartbeat and the uterine contractions used to assess the overall fetal well-being. CTG is only accurate from 30 weeks. Before 30 weeks, a doppler will be used. Your doctor may send you for a routine CTG at the hospital and it will take about 30 minutes. During early labor, a CTG will be done every 4 hours and during active labor, every 2 hours



Diet

- It is important to tell us what types of food you do not eat and/or what you are allergic to
- You will be served 3 meals a day, with coffee/tea in between
- During labor, we highly recommend a fluid diet (i.e. soup, custard, jelly, yogurt). This is for in case you have to go to theatre for an emergency C/section
- Post C/section:
 - 2 hours post-op, you will be offered sips of water and ice blocks
 - 6 hours post-op, you will be given a fluids meal (no menu will be provided for a fluid diet)
 - If you can tolerate the fluids meal, 24 hours post-op, you will be given a soft meal (mash, mince, etc.)
 - If tolerated after 2-3 days, you will be given a full diet



Companion

- We allow a companion of your choice to be with you during labor and delivery (and in theatre only if you opt for spinal anaesthesia)
- It is important to choose someone with whom you feel comfortable with and discussed your wishes before coming to hospital
- How to support you:
 - Help with comfort (mobilizing, resting, etc.)
 - Reminding and helping to go to the toilet often
 - Reminding to breath
 - Offering sips of water and energy drinks
 - Massage (back, shoulders)
 - Keeping mother warm/cool
 - Preparing a bath
 - Providing music and dimming lights
 - Maintain privacy (closing doors & curtains)
 - Expressing affection
 - Encouragement and humor



Questions to ask your doctor before delivery

- Explain Caesarean section procedure and the possible complications
- Explain sterilization and the possible risks associated
- Explain the different types of anesthesia and pain relief available and the risks



Pain relief

- Pethidine (opiate), can make you drowsy/sleepy and should only to be used in early labor
- Immersion in warm water (shower or bath)
- Warm water bottle
- Massage
- Entonox Gas
- Epidural (not commonly available due to a shortage of specialized Dr's in Windhoek)
- *In theatre spinal anaesthesia:* you will be numb from your waist down but still be awake and alert. You will only feel pulling and pushing but no pain
- *In theatre general anaesthesia:* you will be put to sleep and will only be woken after the operation



Breastfeeding

- Breast milk contains everything that a baby needs to grow for the first 6 months
- It provides nutrients in exactly the right amount
- Studies shows that your baby has a better chance of growing up healthier if breastfed
- Breast milk increases baby's resistance to infections and reduces the risk of developing allergies, diabetes, ear infections, diarrhea and childhood cancers
- It is important to ensure that you have a positive breastfeeding experience
- It is normal to need assistance for the first few days after delivery and our team will be happy to help

Maternity Ward & Theatre

What happens in the delivery room?

- You will be assisted to the delivery room when you are about 8cm dilated (ideally)
- Your doctor will be called for the delivery
- After delivery, your baby will be put skin to skin with you and dried
- The cord will be cut after about 3 minutes

What happens in theatre and after delivery by C/section?

- When you go to theatre, a drip will already be running
- The anesthetist will commence the spinal anaesthesia or if you wish, general anaesthesia
- A catheter will be inserted, which will remain for 24 hours
- In theatre you will see: Scrub nurse, Floor or anaesthetic nurse, your doctor/surgeon, surgeon assistant, anaesthetist, pediatrician, and a nurse/midwife to receive your baby
- Your companion will be dressed in theatre attire. He/she will be allowed to sit next to you and hold your hand. Both of you will not witness the surgery. He/she will escort your baby as soon as your baby is born and will be allowed to take photos of your baby (not the procedure) but will be asked to leave the theatre when your baby is taken to the nursery (due to air conditioner in theatre, baby cannot stay long)
- You will be taken to the recovery room to be closely monitored by our nurses/midwives and baby will be brought to you for skin to skin bonding and breastfeeding
- In the first 24 hours after the caesarean section:
 - You must inform us if you feel pain so it can be managed early
 - Pain medication prescribed by the doctor can be given 8 hourly
 - 6 hours following the procedure, you will be full washed by our nurses and again after about 12 hours
 - It is important that you remain on your back for the 24 hours following spinal anaesthesia to avoid complications
 - You will be assisted during this time with breastfeeding
- After 24 hours after the caesarean section:
 - Your catheter will be removed
 - Depending on the medication prescribed, your drip might be removed
 - You will be assisted out of bed to sit in a chair. Early mobilization is encouraged to prevent thrombosis and other complications, but you will be helped through this process by our team
 - It is important to regularly empty your bladder following mobilization. An empty bladder allows the uterus to contract to prevent excessive bleeding

What happens to your baby after delivery?

- Baby will be placed under the “Ohio” (warmer) for a few minutes where:
 - Baby will be dried and a “beanie” placed on his/her head
 - Baby will be assessed
 - Vitamin K injection will be given on baby’s thigh
 - Baby will be identified with ID bands
 - Baby’s eyes will be cleaned



Vaccinations

1) Tuberculosis (TB) Vaccination

The BCG vaccination is encouraged and part of the national vaccination schedule due to the high occurrence of TB in Namibia. The vaccine is 70-80% effective against most severe forms of TB, such as TB meningitis in children. The vaccine is injected under the skin of the left upper arm. The injection site should be protected from sunlight, might form a little red dot covered with a crust and should be left to heal

2) Polio Vaccination

Polio is a crippling disease and might lead to death. There is no cure, but it can be effectively prevented by vaccinating. Polio vaccine, given multiple times, can protect your child for life. The vaccine, called OPV (Oral polio vaccine), is given as drops per mouth. World health organization recommends an OPV dose at birth followed by a series of 3 doses

3) Hepatitis B Vaccination

Hepatitis B is a viral infection that attacks the liver and can cause acute and chronic diseases. There is no specific treatment for acute Hepatitis B. World health organization recommends immunization of children with 1 dose within 24 hours of birth followed by a second and third does at intervals of at least 4 weeks. The vaccination is injected into the baby's thigh

Newborn hearing screening



UR.YAGJIA

An audiologists do daily rounds in our maternity ward and will, with your permission, screen your baby. The test is fast, reliable and painless

Research suggests that 6 out of 1000 babies are born with impaired hearing. Hearing impairment has a negative effect on a child's language and cognitive development

The goal of hearing screening is to identify babies born with a hearing problem as early as possible so that the appropriate treatment can be commenced

Birth Registration



Following the birth of your baby, the hospital will provide you with a "birth notification" and "consent for father/next of kin" form. Both forms must be completed and signed by you

The father/next of kin must go to the home affairs office (across the hospital) with the following documentation:

- Certified copy of the mother and father's ID's
- Certified copy of the marriage certificate (if married)

Home affairs office hours:
Monday to Thursday: 08:00-17:00
Friday: 08:00-13:00



Rhino Park Private Hospital

Neo-Natal & Paediatric Intensive Care Units

Who we treat

- NICU is a specialized department that provides care to the smallest premature babies and sick full-term babies, who needs support to adjust to the environment outside the mother's womb.
- We also admit babies who are not sick but need specialized nursing care
- PICU is a specialized department where we admit children under the age of 13, who need specialized care

Who we are

- Paediatricians with extra training in caring for sick and premature babies and children are the ones that will perform procedures on your baby and direct the care of your baby
- Our nurses have extra training and experience in the care of newborn babies as well as children. They are friendly and cheerful and will make you feel at home

Our equipment

- We have equipment with the advance technology to monitor and provide specialized care to these babies and children
- Our nurses are trained in the management and operation of this equipment

Safety and Security

- We ensure the safety of your baby/child by limiting the number of visitors
- We ensure that our staff knows how to take care of your baby or child
- We have security guards patrolling our premises 24 hours a day

Infection control

- We ensure the safety of our patients by good hygiene standards including handwashing and disinfection therefore it will be expected of you to wash your hands each time before entering NICU or PICU and to wear a mask
- We provide hand sanitizers for disinfection of hands before touching the babies or children
- The environment surrounding the babies and children is cleaned daily and throughout the day as the need arises to reduce the risk of infection



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Unit manager – NICU & PICU

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Rhino Park Private Hospital

Neo-Natal & Paediatric Intensive Care Units



Visitors:

Your baby or child is vulnerable and can easily get infections

Parents are allowed to visit babies and children anytime between 08:30 and 21:00

Grandparents are allowed to visit the baby in NICU once on admission

We do encourage you to spend as much time as possible with your baby and our unit promotes kangaroo-to-mother-baby care in the NICU department

We support breastfeeding at all times as it improves the outcome of premature babies

Communication:

Your baby or child will be visited daily by the attending paediatrician who will keep you up to date with the progress of your baby or child

If you need to talk to the paediatrician, we will gladly arrange an appointment for you

Please feel free to talk to the nurses if you need any information regarding the care of your baby or child

Our nurses have the knowledge and skills to understand your situation and are properly trained to give health education to parents regarding the care of your baby or child



Cellphones:

The use of cellphones and electronic devices are restricted

They are a major carrier of disease-causing micro-organisms

It can also interfere with electrical equipment used to monitor your baby or child



Rhino Park Private Hospital

Paediatric Ward



All rooms are fitted with air conditioners
Each room has a television set (earphones operated)
WIFI is available and our staff will provide you with the password

We have excellent paediatricians and general practitioners working in our Paediatric department

Our nurses are well trained to provide care to children and wear child-friendly scrubs (pink tops and blue pants)

1 family member or caretaker may stay with a child and overnight at no extra cost
A couch or bed is provided
Basic/light meals are also provided for free

All rooms are private with separate bathroom



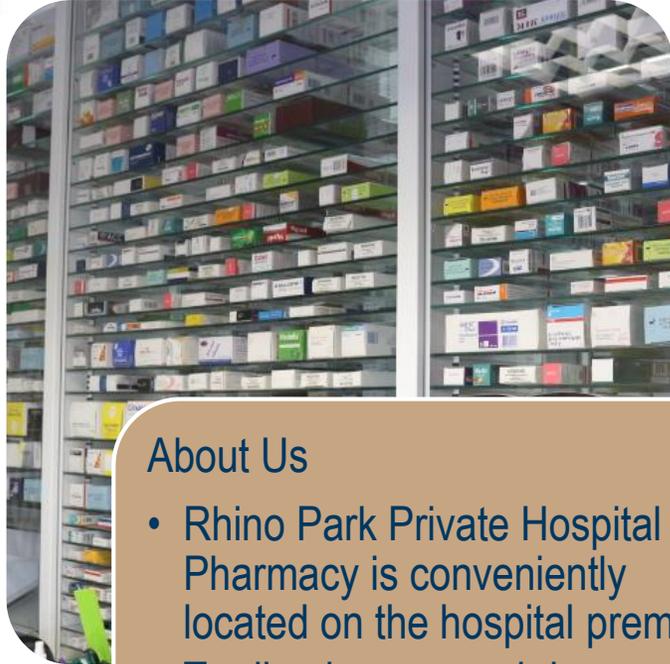
Visiting hours:
Mon – Fri: 15:00 – 16:00
& 19:15 – 20:15
Weekends & public holidays:
10:00 – 11:00
& 15:00 – 16:00
& 19:15 – 20:15
Only 2 visitors at a time



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Rhino Park Private Hospital



About Us

- Rhino Park Private Hospital Pharmacy is conveniently located on the hospital premises
- Trading hours: weekdays between 08:00 & 17:00
- We claim directly from all Namibian Medical Aids
- We accept Pay Today payments
- Follow us on [Facebook](#) to see our specials and more



Services Offered

- Free blood sugar and blood pressure testing/monitoring
- Mixtures we manufacture from natural products e.g. lip balm, heel balm and blemish cream
- Sale of surgical products to the public, e.g. dressings, urine bags, masks, etc.
- Chronic prescription preparation: Send us an e-mail or call us and we will prepare your script. We will call you when you can come and collect your medicine
- E-mail address: admin@hospital.com.na
- Phone: 061 375 091



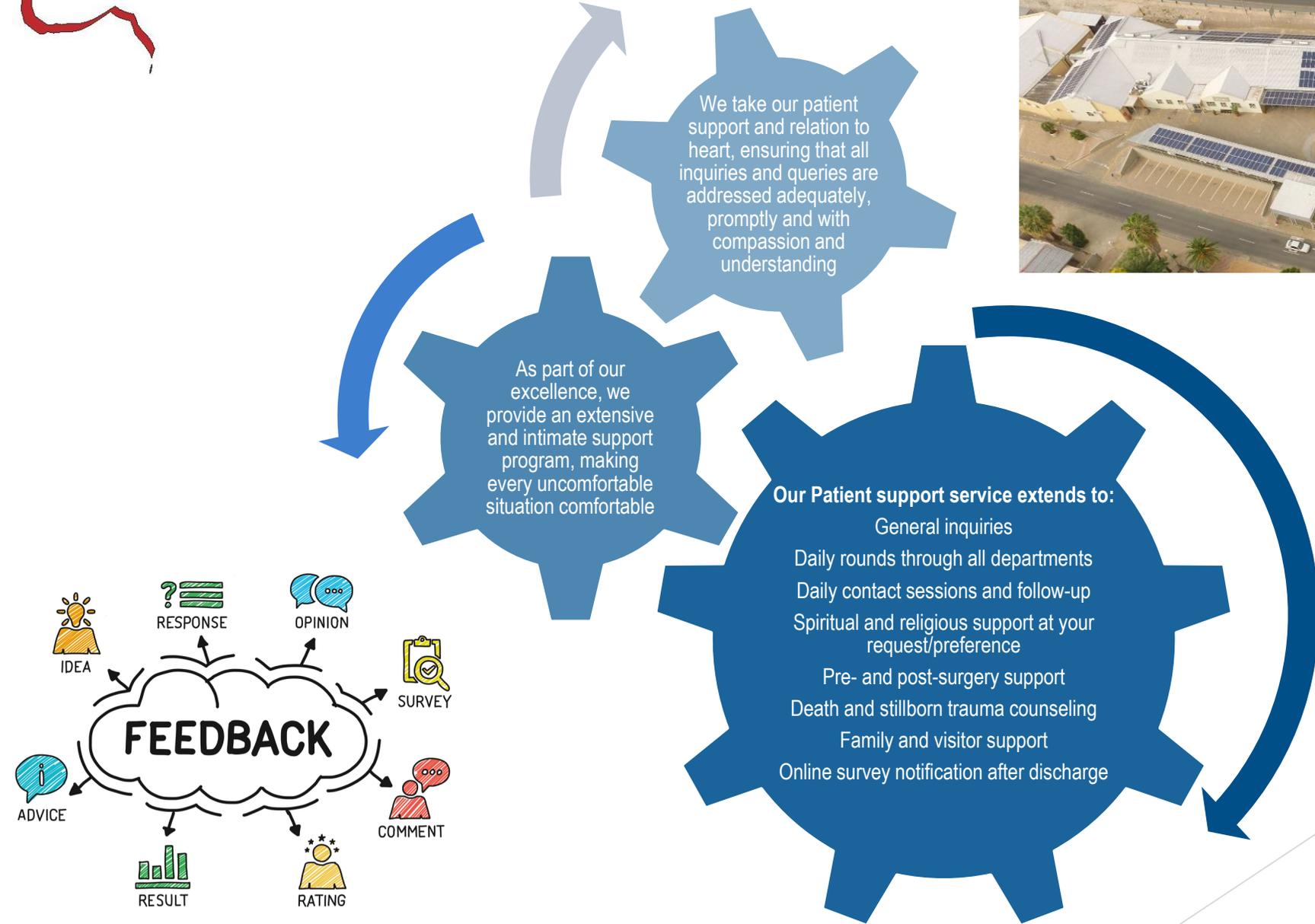
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Pharmacy & IT Manager
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Pharmacy



Rhino Park Private Hospital

Public Relations



Sr. A Phillips
Public Relations officer

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Rhino Park Private Hospital

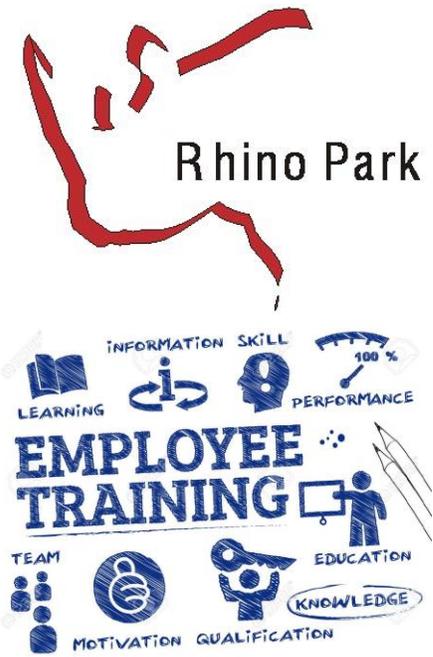
Importance of training

The Healthcare sector today is undergoing rapid transformation in terms of quality, service delivery, technology, operations, workforce management, etc. One of the key concerns today is “whether our hospital staff, the biggest asset of any healthcare organization, is abreast and well equipped with the expertise required for undergoing these changes.”

The purpose of In-service training:

- To enhance the quality of patient care and to ensure that our quality stays on 1st world standards;
- To ensure patient safety;
- Trying to meet individual needs of patients;
- Give the necessary technical training in order to perform their task to the best of their abilities;
- Improve work related skills sets;
- Increase basic knowledge of their discipline;
- Ensure awareness of their future roles and responsibilities related to their task;
- Improve staff productivity and confidence;
- To keep staff motivated and ensuring self validation, staff loyalty and retention.

In conclusion, training aids in providing quality care and better patient experience, which is the ultimate goal of Rhino Park Private Hospital.



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Rhino Park Private Hospital

Training & Careers

Careers

Please visit our website for positions available and to apply
www.hospital-namibia.com



Student Nurses

Rhino Park Private Hospital, as a multi-disciplinary healthcare provider, also contributes to nursing education in Namibia in conjunction with the International University of Management.

The hospital has the necessary clinical facilities, environment, and professional capacity to assist in the practical training of these student nurses. Student nurses always work under the direct supervision of a Registered Nurse.

Medical students

Rhino Park Private Hospital is proud to be the first **private hospital in Namibia** to be accredited by the Health Professional council, as a practical training institution for medical students in conjunction with the University of Namibia.

The hospital has excellent and state of the art infrastructure with modern medical equipment which can be beneficial to the students. Training will commence as soon as candidates are available and placed by the University.

Remember:

Written consent is obtained from a patient to allow/not allow a student nurse or medical student to attend or perform practical procedures on him/her.



Rhino Park Private Hospital

INFECTION CONTROL

Infection control plays a major role in the healthcare facility to ensure a clean and safe environment and to prevent hospital acquired infections for our patients, visitors and staff.

Infection control includes, but are not limited to:

- Hand hygiene, which is a major element and one of the most effective methods
- Use of personal protective equipment
- Respiratory hygiene and cough etiquette
- Prevention of needle prick injuries
- Environmental cleaning and disinfection
- Protect patients from health care infections
- Waste management



STEP 1 Rub palms together.



STEP 2 Rub the back of both hands.



STEP 3 Interlace fingers and rub hands together.



STEP 4 Interlock fingers and rub the back of fingers of both hands.



STEP 5 Rub thumb in a rotating manner followed by the area between index finger and thumb for both hands.



STEP 6 Rub fingertips on palm for both hands.

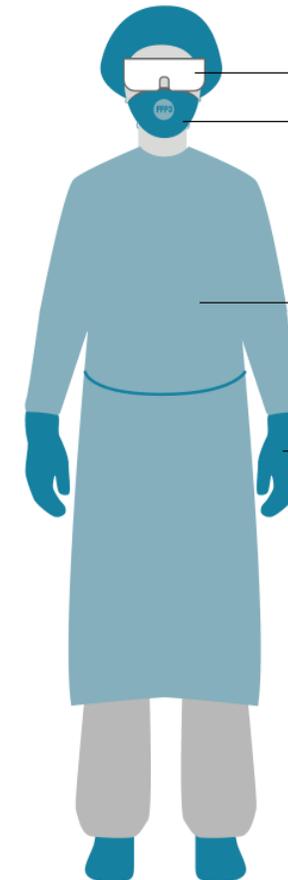


STEP 7 Rub both wrists in a rotating manner. Rinse and dry thoroughly.

Training & Careers

Personal protective equipment for health staff handling coronavirus patients

Full protective gear given to staff carrying out procedures likely to generate airborne droplets from mouth, throat or lungs



Eye protection - full face visor or goggles

Respirator-style face mask

Gown - fastened behind

Hands washed thoroughly before putting on gloves - pulled over gown sleeve

Health care staff likely to come into contact with coronavirus patients, but not carrying out invasive procedures, will be given gloves, apron, surgical mask and possibly goggles

All the equipment is disposable

Source: Public Health England



Rhino Park Private Hospital

Executive Directors



Esme Botes

- Medical Director
- Pharmacy Managing Director



Corna Smith

- Financial Director



We are here to help

Please feel free to contact us regarding the escalation of any enquiries, suggestions, problems and/or accounts

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