



**SR. NADINE GOSLETT**  
PRIVATE NURSE PRACTITIONER

**B.Cur Stellenbosch 14004329**

Practice no: 0708615  
services@prohomecare.co.za  
www.prohomecare.co.za  
Durbanville  
Western Cape



## FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. How do your services work?

Our services are designed to bring professional healthcare to your home. Once you contact us, we assess your needs, communicate with our team of registered nurses, and they will get in touch to book and finalize a consultation with you. Our services include: *Wound care, IV antibiotics and Vitamin infusions, Phototherapy for neonatal jaundice, Stoma care, Catheter care, and Injections*. We work with medical aids, offer private billing options, and tailor care plans to your needs.

### 2. How do I book a service?

You can reach us via WhatsApp or phone at 071 844 4767. We'll arrange an appointment, assist with medical aid authorization if required, and share all the necessary details. Please note that our 24-hour cancellation policy applies, as outlined in the *terms and conditions below*. Alternatively, you can book online through Recomed.

### 3. What are the benefits of home healthcare?

Home healthcare offers personalized care in a familiar setting, promoting faster recovery, reduced risk of hospital infections, and better mental well-being. It's cost-effective compared to hospital admissions, supports family-centered care, and allows exclusive breastfeeding for babies. Home care offers holistic care that often proves more effective in the comfort and security of one's home.

### 4. What areas do you service?

We provide services throughout the Western Cape, but availability depends on your location and specific needs. Please contact us to confirm if we can assist in your area. Since our nurses are on the road daily, clear and timely communication is crucial for effective planning and ensuring the best care for all patients.

### 5. How does private billing work?

Private billing must be settled in full at the time of the consultation.

### 6. How do I pay for services?

We accept medical aid, EFT (preferred), card payments through YOCO, and cash. Payment details will be provided upon booking.

### 7. Do you work with medical aid schemes?

Yes, we assist with obtaining authorization for services.

### 8. What if my medical aid doesn't cover the service?

If your medical aid does not cover the service, we provide private billing options.

### 9. Are there additional fees for home visits?

Additional fees may be charged for visits to outlying areas or for specialized services.

**10. How soon can you assist after booking?**

We aim to provide same-day or next-day services, depending on the treatment and your location.

**11. Can you refer me to a specialist?**

We don't provide emergency services but can share specialist contacts for urgent needs. For emergencies, visit a hospital or specialist directly.

**12. Do I need pre-authorization for services?**

Yes, most services require pre-authorization. We help obtain this before treatment begins.

**13. What is phototherapy, and how does it work?**

Phototherapy treats neonatal jaundice by using specialized lights to break down bilirubin in the baby's blood. It's a safe and effective treatment monitored by our nurses.

**14. How do I know if my baby needs phototherapy?**

Your paediatrician may recommend phototherapy if bilirubin levels are high. Symptoms include yellowing of the skin and eyes, lethargy, and irritability. Blood tests confirm the need for treatment. Contact us if you're concerned.

**15. How do I prepare for phototherapy at home?**

Set up a quiet, draft-free room with access to electricity. Keep your baby dressed only in a diaper and ensure they stay hydrated.

**16. Can I breastfeed during phototherapy?**

Yes, breastfeeding is encouraged as it keeps your baby hydrated and supports recovery.

**17. Will my medical aid cover phototherapy?**

Most medical aids cover phototherapy from hospital benefits. We verify coverage and assist with authorization. Private rates are available if not covered.

**18. What type of wounds do you treat?**

We treat surgical wounds, diabetic ulcers, pressure ulcers, burns, and traumatic injuries. Each case is assessed individually for a tailored care plan.

**19. What does wound care include?**

Wound care involves cleaning, dressing changes, infection monitoring, self-care guidance, and tailored treatment adjustments.

**20. How often will a nurse visit for wound care?**

Visit frequency depends on wound severity, typically every other day or as prescribed.

**21. What is intravenous therapy?**

Intravenous therapy administers fluids, medications, or vitamins directly into your bloodstream for fast and effective treatment.

**22. Can IV antibiotics be administered at home?**

Yes, we administer IV antibiotics and other medications at home safely and comfortably.

**23. Will medical aid cover IV therapy at home?**

Most medical aids cover IV antibiotics but does not cover vitamin infusions. We confirm coverage and handle authorization.

## **TERMS AND CONDITIONS:**

### **1. Initial Consultation**

- 1.1. We offer an initial 5-minute telephonic consultation before booking a fixed consultation, subject to the service required.
- 1.2. The consultation is designed to assess the patient's needs and help determine the appropriate care.
- 1.3. If additional time or consultation is required, a fee may apply.

### **2. Cancellations and Rescheduling**

- 2.1. If a client needs to cancel or reschedule an appointment, we require at least 24 hours' notice to avoid a cancellation fee.
- 2.2. If no notice is given or if the client misses the appointment, a fee may be charged at our discretion.
- 2.3. Any changes to the scheduled appointment will be communicated promptly to avoid inconvenience.

### **3. Home Care Services**

- 3.1. Home healthcare services will be provided in the client's home or designated location as agreed upon at the time of booking.
- 3.2. The client must ensure the location is safe and accessible for our team to provide care.
- 3.3. Our team reserves the right to refuse service if the environment is unsafe or unsuitable for providing care.

### **4. Confidentiality**

- 4.1. All client information will be kept confidential and used only for the purpose of providing healthcare services.
- 4.2. We adhere to the relevant healthcare regulations and confidentiality standards, including the Protection of Personal Information Act (POPIA) in South Africa.

### **5. Right to Refuse Service**

- 5.1. Pro Homecare Services reserves the right to refuse service to any individual if the terms of service are violated, if the client poses a risk to staff, or if we are unable to provide appropriate care.
- 5.2. We may also refuse service in cases where the client's medical condition requires care beyond the scope of our services.

### **6. Changes to Terms and Conditions**

- 6.1. Pro Homecare Services reserves the right to modify or update these Terms and Conditions at any time.
- 6.2. Clients will be notified of any significant changes via email or through our communication channels.