



PRE-ADMISSION

Thank you for choosing Netcare Hospitals. To make your experience and admission as smooth as possible, we urge you to please pre-admit yourself prior to your scheduled procedure.



Online Pre-admission

The online pre-admission option enables patients to complete their pre-admission online through the Patient Portal.

Our secure online pre-admission offers you the following benefits:

The convenience of submitting your online pre-admission information at a time that suits you, and in the comfort of your home or office, permitting that it is **24 working hours** prior to your admission.

Your information remains available for any subsequent admissions. You will need to access your Patient Portal profile by logging in and completing the online pre-admission. Your personal profile can be assessed and updated at any time via the patient portal. Additional information will be required for every new pre-admission.

INFORMATION TO HAVE ON HAND TO COMPLETE THE ONLINE PRE-ADMISSION

- **Full ID number or passport number:** Name of the patient and the main medical scheme member, or the guarantor. This includes the ID number or passport number of a minor patient.
- **Date of admission**
- **Your treating doctor's name and surname** as well as your family doctor's details
- **Name of the hospital** to which you will be admitted
- **The procedure / diagnosis description for which you will be admitted:** Where the doctor has provided you with the procedure codes (ICD10 and CPT codes), please capture these to the designated field/s for easy reference
- **Medical scheme details** including your option, dependant code, etc.
- **PMI (patient master index) number:** If you have already received your unique patient number / PMI card on a previous admission to a Netcare hospital, please capture it to the designated field. Kindly request your PMI card upon admission if you do not have one yet.

Go to www.netcare.co.za, select online pre-admissions and follow the user friendly instructions.

Please be sure to provide all the information requested. Your online pre-admission will not be successful unless our system receives all the information.

The following are prerequisites:

- A valid and active email address (email verification will be performed)
- A valid cell phone number (please enter it in the international format, e.g. +27831231234)
- An OTP number will be sent to the registered cell phone number each time you log onto the Patient Portal system.
- You will then be required to insert the OTP number to gain access to your profile.

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If you have entered any incorrect details for the verification process, please contact the hospital for assistance.

If you are unable to use the online pre-admission option, you are required to visit our pre-admissions department at least **24 working hours** prior to admission in order for our pre-admission staff to confirm all admission details. It is your responsibility to obtain the authorization number which must be provided to the hospital. For more information please contact the hospital's admission department.

DETAILS TO BE COMPLETED BY DOCTOR'S ROOMS AND PROVIDED TO MEDICAL AID

Name of Doctor: _____

Practice No. of Doctor: _____

Practice No. of Hospital: _____

Authorisation No.: _____

Procedure Name: _____

Procedure Code/s (CPT): _____

ICD 10 Code/s: _____

Procedure Date: _____

Nil Per Mouth From: _____

Time to Report to Hospital: _____

IMPORTANT

Patients are encouraged to pre-admit (**within the timeframes highlighted above**) themselves as it can considerably speed up the admission process on the day of the operation.

Please note that this unfortunately, does not mean that you will receive preference when arriving at our reception on the day of the procedure. Although we attempt to assist patients in order of arrival, patients are admitted according to how they are scheduled on the respective doctors' theatre lists. Emergency cases will also receive preferential treatment. We trust that you understand that due to specific operational reasons, patients that arrive after you might be admitted before you.

PRIVATE PAYING PATIENTS

Private paying patients are requested to obtain an estimation of the hospital account for your procedure from your doctor's rooms, or direct from the hospital's admission department **PRIOR** to your admission. This will assist in speeding up your admission on the date of procedure.