

## Facilities Available

### Cafeteria:

Situated on B floor between the main hospital and outpatients department. A snack shop is situated on the ground floor in outpatients opposite occupational therapy. A few shops, ATM and laundrette are situated across Klipfontein Road.

### Parking:

The Parking is run by an outside company. They will charge you a rate for parking. All covered/ shaded parking bays are for permit holders only. If you park here without a permit your wheel may be clamped.

### Additional family support:

A Muslim Prayer Room and Prayer Sanctuary are situated on the ground floor.

### 2<sup>nd</sup>-Hand shop:

The Friends of the Hospital have a second hand clothing shop.

Open: 8:30 to 13:00

Where: ground floor, OPD next to snack shop.

### Play area:

Situated outside the trauma entrance and outside between outpatients and the main hospital. Please supervise your child here.

Card/ payphones are situated around the hospital.

Interpreters are available. If one is needed, please inform the nursing staff at the clinic you are going to attend.



## Friends of Red Cross Hospital

Friends are a group of volunteers who support the hospital in different ways. You may meet some of these volunteers when they bring toys to the waiting area. Usually they wear a colourful apron, this will help you recognise them. Friends also run a Family Resource Centre where you may be able to find out more information about your child's condition. Ask the staff to direct you there.

### Contacts:



Appointments: 021 658 5400  
021 658 5386

Reception: 021 658 5164

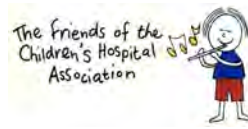
### Clinic Times:

By appointment only



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*Please talk to the Sister if you have any compliments or complaints*



Welcome to  
**Red Cross War Memorial  
Children's Hospital**

**S19/S24 Clinic**

First floor  
Out Patient Building



*This pamphlet will prepare you for your child's visit to the S19 clinic. It serves as a guide giving you all sorts of helpful information.*

*Of course... we're also here to help so feel free to ask!*

*A hospital visit can be stressful.  
We'd like to make sure your child gets the  
best possible care and your visit  
is as smooth as possible.*

## S24 Ear, Nose & Throat Clinic (ENT)

Clinic Times: 08h00 - 13h00  
(Monday to Thursday)

Public Holidays & Weekends: Closed

Appointments can be made between:  
09h00 - 13h00 (Monday to Thursday)  
Call: 021 658 5386

Remember to bring your referral letter

Appointments: Children are seen by appointment only.  
If you can't make it let us know in good time.

Accompanying a child: a parent, family member or  
person who knows the child needs to be with the  
child for the appointment.

Bring all medication with to the visit.

Bring: referral letter, child's birth certificate, clinic  
card, parent's Identity document, proof of income/  
Medical Aid card, contact details of parents.

Discuss with the doctor BEFORE stopping any  
medication.

Ensure all personal and contact details are correct at  
each visit.

Emergency cases will be seen via S12.

Fair Payment: to make sure you don't pay more than  
you should bring some proof such as payslip, UIF, All  
Pay card, Affidavit if unemployed.

## S19 Surgical Clinics

Clinic Times: 07h00 - 16h00  
(Monday to Friday)

Public Holidays & Weekends: Closed

Appointments can be made between:  
09h00 - 15h30 (Monday to Friday)  
Call: 021 658 5400

Remember to bring your referral letter.

Different clinics are held on different days and  
at different time.

Appointments for morning clinics:  
are given for 08h00

Appointments for afternoon clinics :  
are given for 11h30

Appointments: Children are seen by appointment only.  
If you can't make it let us know in good time.

Accompanying a child: a parent, family member or  
person who knows the child needs to be with the child  
for the appointment.

Bring all medication with to the visit.

Bring: referral letter, child's birth certificate, clinic  
card, parent's Identity document, proof of income/  
Medical Aid card, contact details of parents.

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medication.

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Pay card, Affidavit if unemployed.



## Children who are going to have surgery:

If your child needs surgery we will explain before  
the time what you need to know.

Children who have surgery must not be given food  
before the time. You will be told how many hours to  
keep your child nil by mouth. This is very important  
so please tell us if your child has eaten.

If your child is unwell when due for an operation,  
please phone us at the clinic/ ward before the day  
of the surgery.

Taking an active part in your child's care will ensure  
the best care.

Kindly don't leave any valuables with your child

