

For immediate release

PUBLIC NOTICE: HEALTHNET BOOKING PROCEDURE IN THE CAPE WINELANDS DISTRICT

Western Cape Government Health in the Cape Winelands wishes to inform the public that, as from 1 July 2012, an Authorisation Form will be implemented for patients to access the HealthNet patient transport service. The HealthNet bus provides a patient transport service that is only for use by patients who have an appointment at a facility other than the one they normally use.

Patients who need emergency medical care still need to phone 10177 to request an ambulance.

Due to the high number of patients and the limited seats available, all patients making use of the HealthNet patient transport bus will be required to have an authorisation form which is issued by the referring healthcare professional. Because the HealthNet bus system has been abused in the past, patients booked for treatment or appointments at health facilities could not find a seat on the bus, which resulted in missed appointments. Only patients in possession of the new authorisation form and who have an appointment will be allowed to board the HealthNet bus.

The patient needs to ensure that the referring healthcare professional provides him or her with:

- the signed authorisation form
- the relevant appointment date and time of transport
- the name of the facility where the appointment is.

Western Cape Government Health is committed to improving our services and ensuring that our patients receive the correct care at the correct facility.

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