



Your Healthcare Roadmap

Royal Hospital - Patient Journey Guide

Welcome to Your Journey

This guide walks you through each step of your patient journey, from admission to recovery. Our dedicated healthcare team is with you every step of the way, ensuring the highest quality of care and support.

1 Pre-Admission

1-2 weeks before

Preparing for your hospital visit with pre-admission assessments and planning.

What to Expect:

- Schedule your admission date and time
- Complete pre-admission questionnaires
- Attend pre-assessment clinic if required
- Receive information about your procedure/treatment
- Arrange transportation and aftercare support

2 Admission

🕒 1-2 hours

Welcome to our facility - registration, orientation, and initial assessments.

What to Expect:

- Check in at the admissions desk
- Complete registration and consent forms
- Receive your patient identification bracelet
- Meet your healthcare team
- Settle into your room
- Initial vital signs and health assessment

3 Assessment & Planning

🕒 2-4 hours

Comprehensive evaluation and personalized care plan development.

What to Expect:

- Detailed medical history review
- Physical examination by your doctor
- Diagnostic tests if needed
- Care plan discussion with your team
- Questions and concerns addressed
- Family meeting if appropriate

4 Treatment & Care

 Varies by condition

Receiving your prescribed treatment with 24/7 professional care and monitoring.

What to Expect:

- Medication administration as prescribed
- Procedures or surgery if scheduled
- Regular monitoring of vital signs
- Nursing care and comfort measures
- Meals tailored to your dietary needs
- Daily doctor visits and progress reviews
- Pain management and symptom control

5 Recovery & Rehabilitation


 1-7 days

Supporting your recovery with specialized therapies and gradual mobilization.

What to Expect:

- Physiotherapy sessions if needed
- Occupational therapy assessment
- Gradual increase in activity
- Nutrition support and counseling
- Medication adjustment as you improve
- Family involvement in care planning

6 Discharge Planning

 2-4 hours

Preparing you for a safe transition home with comprehensive discharge instructions.

What to Expect:

- Discharge readiness assessment
- Medication reconciliation and prescriptions
- Home care instructions and wound care
- Follow-up appointments scheduled
- Medical equipment arranged if needed
- Emergency contact information provided
- Transportation assistance if required

7 Post-Discharge Care

 2-6 weeks

Continuing support after you return home with follow-up care and monitoring.

What to Expect:

- Follow-up phone call within 48 hours
- Scheduled clinic appointments
- Home health services if arranged
- 24/7 hotline for questions or concerns
- Medication management support
- Rehabilitation program continuation
- Patient satisfaction survey

Journey Complete

Your path to recovery and wellness

 **Phone**

033 815 1600

 **Email**

info@rh.org.za

 **Address**

Pietermaritzburg, KZN

Royal Hospital

Committed to Your Health and Wellbeing

This information is for guidance only. Please consult with your healthcare provider for specific medical advice.