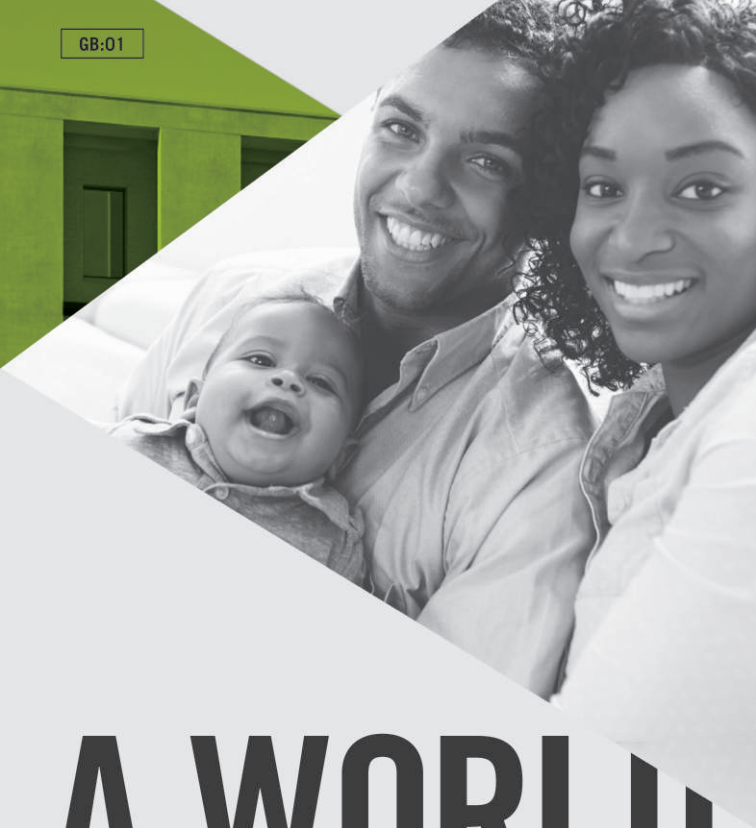


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# A WORLD OF CARE

NURTURE | GROWTH | HEALTH

A passion for life meets a world of care.



**LADY POHAMBA**  
private hospital

## GENERAL INFORMATION

The Hospital has a 24-hour 15-Bed Emergency Unit, 11 Operating Theatres including 2 Cathlabs, 3 Surgical Wards (which include 81 Beds), a 18-Bed Day Ward/Gastro-intestinal Unit, 21-Bed General Intensive Care/High Care Unit, 11-Bed Cardiothoracic/Neuro Surgery Intensive Care Unit, 33-Bed Cardiac Ward, 60-Bed Medical Ward, 20-Bed Paediatric Ward, 7-Bed Paediatric Intensive Care Unit, 10-Bed Neonatal Intensive Care/High Care Unit, 10-Bed Rehabilitation Unit and a 15-Bed Maternity Ward.

## EMERGENCY CENTRE

The Emergency Centre is open 24/7 to provide you with medical care in emergency cases. The experienced team of health care professionals provides first world care according to international clinical protocols and a triage coding system. This means that seriously ill or injured patients are treated immediately. Our Emergency Centre is equipped with state-of-the-art technology, and the staff are competent to handle all medical emergencies.

In order to provide optimal service to the community, the hospital has a 24-hour emergency number for all medical and trauma emergencies which is **9911**.

## ADMISSIONS

The friendly admissions personnel are always at hand to assist you with the administrative process to make it as smooth as possible.

We are committed in being approachable and compassionate, while diligently obtaining all relevant information required.

For pre-booked cases, please download and complete the Admission Form from the website to speed up the process for admission.

Email the completed form to: [bookings@lpph.com.na](mailto:bookings@lpph.com.na)

For more information call +264 833 359 000

## RADIOLOGY AND PATHOLOGY

**Namibia Radiology (NAMRAD)** specializing in X-rays, computed tomography (CT), magnetic resonance imaging (MRI), nuclear medicine, positron emission tomography (PET) and ultrasound.

**PathCare Namibia and Namibia Institute of Pathology (NIP)** providing specialist, accredited pathology diagnostic testing to support the prevention and management of diseases.

## PARKING AREA

The Hospital has three parking areas for visitors; the front of the main building, the shaded parking across the road at the south building and the under-roof parking at the north building. For your safety; the premises is surrounded with security guards 24/7.

## COFFEE SHOP

When visiting your friend and family you can visit the coffee shop for a premium specialty coffee born and bred in the heart of Namibia.

## PAUSE AREAS

We strive to provide you with a family-focused hospital experience that gives you the care you need. Our modern and safe pause areas are conveniently located so that you can breakaway and spend time with loved ones or wait in comfort.

## VISITING HOURS

Please visit the website ([www.lpph.com.na](http://www.lpph.com.na)) for visiting hours per division.

Visitors are limited to 2 visitors per patient at a time.

The visiting hours of the isolation unit is restricted due to clinical reasons.

Above information is subject to change on Management discretion.



## PATIENT COMPLIMENTS AND COMPLAINTS

- **Patient Satisfaction Survey**

If you would like to let us know how we can improve our care or simply wish to compliment the staff, kindly rate our service on the Lady Pohamba Private Hospital website: <https://www.lpph.com.na/patient-satisfaction-score/>

- **Management Ward Rounds**

The Management of Lady Pohamba Private Hospital do daily rounds. If you need to discuss complaints, suggestions or compliments, you are welcome.

- **Suggestion Boxes**

Suggestion boxes are available in every department and at the front door to give any feedback on our service or make suggestions.

## PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

Lady Pohamba Private Hospital is charging Benchmark Tariffs as determined by NAMA (Namibian Association of Medical Funders)

The fees of all medical practitioners, radiologists, physiotherapists, pathologists, orthotist and other medical professionals which are not employed by the Hospital are not included in the Hospital's account.

Different medical aid and medical insurance schemes have different payment restrictions and benefit limits in terms of procedures covered. Please verify these and, in particular your benefit restrictions in respect of prosthesis e.g. hip & knee replacement, cardiac prosthesis and other special major surgery, prior to your admission, as the hospital cannot accept responsibility for charges levied outside the negotiated benefits rate. Queries in this regard must be addressed with the medical aid, medical insurer and/or practitioner directly.

## MEDICAL AID PATIENTS

Kindly take note that you remain personally responsible for your account. Any excess on medical aid claims shall be payable to the hospital upon presentation of the invoice.

Notwithstanding the fact that the hospital may submit and/or assist with the submission of claims to a medical aid, it shall ultimately remain the responsibility of the patient and/or guarantor to ensure that such claim is lodged timeously and in accordance with the rules of the applicable medical aid. The hospital accordingly accepts no liability for the late submission or incorrect submission of claims to any medical aid.

## PRIVATE AND INSURANCE PATIENTS

The cost information you will receive is a good faith **estimate** only and is not legally binding on Lady Pohamba Private Hospital (Pty) Ltd.

Actual charges on the **final hospital** bill may vary from the estimate, based on the patient's medical condition, unknown circumstances or complications, final diagnosis, and recommended treatment ordered by the attending physician(s). Please allow 2 hours after discharge to finalize the account during working hours. When prosthesis or blood was administered, finalization may take longer.

Persons with insurance will be **personally responsible** for the account until such time that a Guarantee of Payment has been issued to the hospital. The refund will only be done after the hospital receives payment from the Insurer.

The hospital reserves the right to request a deposit on or before the day of admission as well as **advance** payments during the stay of the patient in the hospital, as the account should always reflect a **credit balance**. Full settlement of the outstanding amount is payable upon discharge. The hospital accepts cash, debit cards and credit cards. Refunds will be done **within 5 working days** from the day of discharge.

## METHOD OF PAYMENT

Electronic and internet transfers can be made to:

Name of account : Lady Pohamba Private Hospital (Pty) Ltd  
Bank : Bank Windhoek  
Branch Name : Maerua Mall  
Branch Code : 483-872  
Account Number : 8004 457 863

**FOR SECURITY PURPOSES NO CASH REFUNDS WILL BE MADE.**

## PATIENT BELONGINGS AND VALUABLES

Patients and visitors are responsible for their belongings. The hospital is not liable for any lost, damaged or stolen goods. We recommend you bring only essential items to the hospital. Unless placed in our possession for safekeeping, the hospital does not replace lost items.

## MEDICATION

It is recorded that it is a condition to admission to the hospital that patients must declare all chronic medication that they are taking and all medicine in their possession. The hospital will not accept any liability for complications arising by virtue of a failure on the part of a patient to declare such medication.

Patients are furthermore required to surrender all medication in their possession to the hospital.

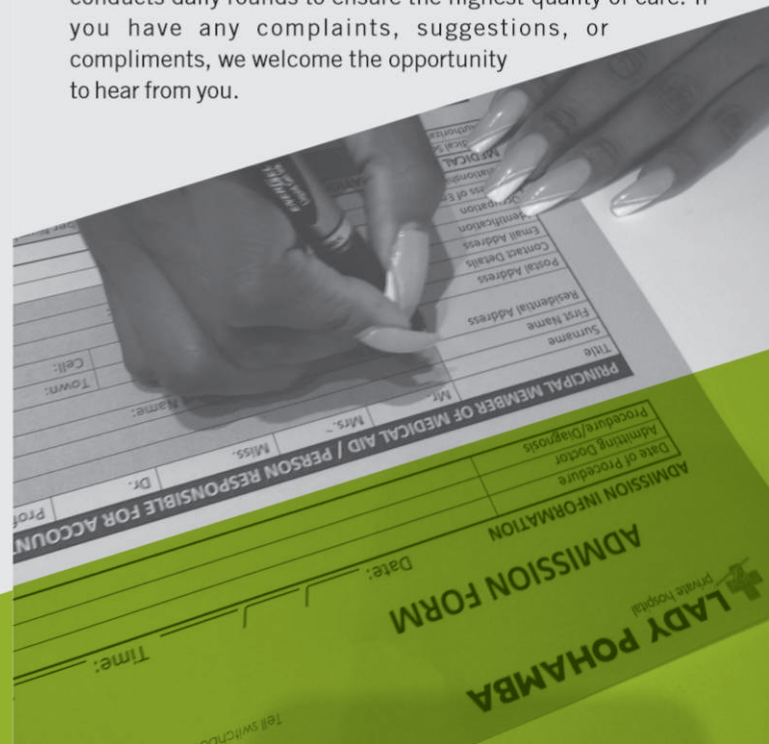
## PATIENT SATISFACTORY SURVEY

If you would like to let us know how we can improve our care or simply wish to compliment the staff, kindly Rate Our Service on the Lady Pohamba Private Hospital website [www.lpph.com.na/patient-satisfaction-score/](http://www.lpph.com.na/patient-satisfaction-score/) or may also scan the QR code to conveniently submit your feedback online:



## MANAGEMENT WARD ROUNDS

The Management Team at Lady Pohamba Private Hospital conducts daily rounds to ensure the highest quality of care. If you have any complaints, suggestions, or compliments, we welcome the opportunity to hear from you.





<https://www.facebook.com/LPPHAdmin>



<https://www.lpph.com.na/>

## EMERGENCY NUMBER

# 9911

**Wifi Log-in:** LpPH!Gu3\$t@cC3s\$

*Please request for the password at any of our admission stations.*



**LADY POHAMBA**  
private hospital