

Visitors Information



WELWITSCHIA
HOSPITAL

Your Trusted Care

Welcome to Welwitschia Hospital

Welwitschia Hospital provides the best medical care in the region. Our aim is to ensure that the Walvis Bay community & visitors receive the most advanced, internationally accredited evidence-based medical service in a warm and genuinely caring environment. From our community of trusted doctors and specialists, to our acclaimed nursing and staff, we are here to be your trusted care.





Adult Intensive Care Unit

- Visitors may be asked to please wait outside the unit during visiting hours if there is an emergency in the ICU.
- Parents of conscious babies or children will be allowed to stay with their child in the ICU. Parents must please wear a gown and overshoes provided at the unit entrance.
- Family of patients may consult with the doctor in the waiting area outside the Adult ICU regarding the condition of the patient between 09h00 to 10h00, provided that the doctor is not busy treating another patient at the time.
- To prevent the spread of infections and diseases, all visitors should please wear a mask and overshoes provided at the unit entrance. Visitors with signs of flu will not be permitted in the Adult ICU. Visitors should please not move around between patients or bring flowers, food, drinks or soft/stuffed toys as gifts.

Frequently Asked Questions (FAQs):

- **Can I touch my relative?** Yes, you may. Kindly consult with nurse regarding any restrictions.
- **Can my relative hear me when I talk to them whilst being sedated?** Yes, they can hear you, but they are not able to respond.
- **Can I sit on the bed?** No



Maternity Ward

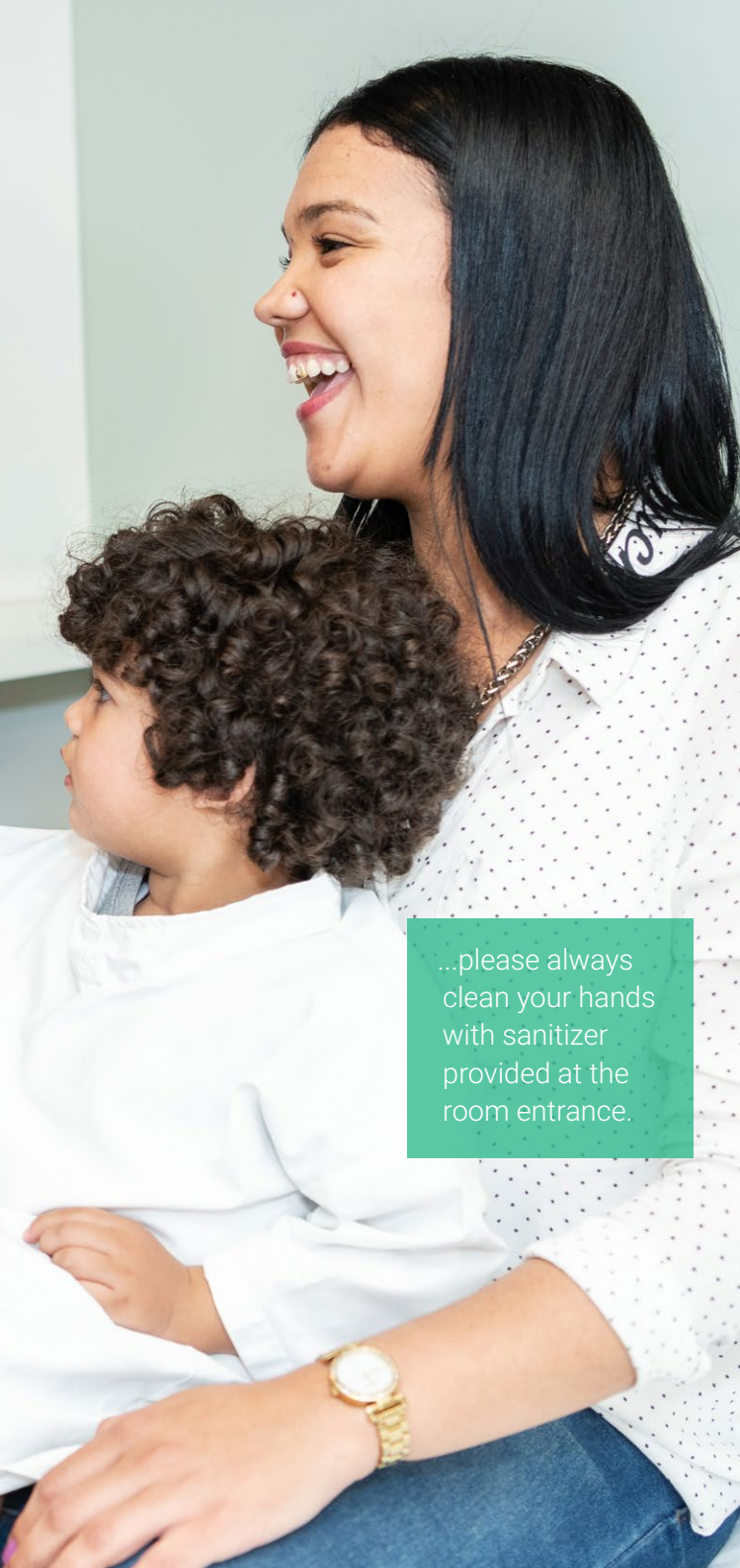
As the new mom, dad and baby require rest and bonding time, we request that all visitors please adhere to the guidelines below:

- Due to infection control, children under the age of 12 are unfortunately not allowed to visit. The baby's brothers and sisters are however exceptions to this rule but should please be healthy and accompanied by an adult during visiting hours.
- During visiting hours all babies will be presented in the baby showroom for visitors to see.
- Visitors may take photos of the newborn provided that they received the consent from the baby's parents.

Paediatric Ward

- During the admission process, paediatric patients are to be accompanied by no more than 2 parents or guardians.
- The one parent that overnight will get a plate of food with the patient for each meal. However, an additional plate will be charged at N\$ 35.00 per plate.





...please always
clean your hands
with sanitizer
provided at the
room entrance.



How visitors can assist in the wellbeing of their loved one:

- Please do not visit if you do not feel well. This includes flu symptoms, fever, sore throat, upset stomach, diarrhea or if you've recently been exposed to any contagious illness.
- Visitors need to respect the patient's privacy and will need to leave the room during treatments.
- If your family member or friend is on isolation precautions, please follow the visual instructions on the door. Everything you will need (masks, aprons etc.) will be available on the trolley next to the door. Before entering the patient's room and when leaving, please always clean your hands with sanitizer provided at the room entrance.
- To prevent the spread of infections and diseases, we ask that before and after you visit a patient you please use the hand sanitizer available at the door of each room. Rub it all over your hands and between your fingers until your hands are dry.
- For the consideration of all patients, we always ask visiting family and friends to keep their voices low and refrain from making excessive noise. Please place your cellphones and other devices on silent and use public areas such as the main reception or the garden for any phone conversations.
- Please be mindful of privacy, respect and the need for rest in shared patient rooms.

Dear Baby Programme

Antenatal Classes

Antenatal classes are held every Tuesday from 17h45 to 19h00 at Welwitschia Hospital and are free of charge! For bookings please telephone 064 218 944 / 18

Well-Baby & Mother Immunisation Clinic Hours

Monday 08h00 to 13h00 & 14h00 to 17h00

Tuesday 08h00 to 13h00

Wednesdays 08h00 to 13h00 & 14h00 to 17h00

Thursday 08h00 to 13h00

Friday 08h00 to 13h00 (Pap smears only by appointment)

For bookings please telephone 064 280 900 / 11

Namibian Lung Clinic Hours

Monday to Friday 08h00 to 17h00

For bookings please telephone 064 270 204 / 05

Erongo Radiology Hours

Monday to Friday 08h00 to 17h00

For bookings please telephone 064 218 914 / 35

Welwitschia Chemist Hours

Monday to Friday 08h00 to 20h00

Weekends and Public Holidays 09h00 to 13h00
17h00 to 20h00

Ocean View Chemist (Swakopmund) Hours

Monday to Friday 10h00 to 20h00

Weekends and Public Holidays 10h00 to 14h00
16h00 to 20h00

Erongo Eye Institute (Swakopmund) Hours

Monday to Friday 08h00 to 17h00

For bookings please telephone 064 405 090



Visiting Guidelines

The health and wellbeing of our patients is our primary concern and we recognize the important role visitors can play in helping someone through a hospital stay. However, too many visitors can unintentionally tire those in our care. For this reason, we have visiting guidelines as noted below. Please note that visiting may be restricted further due to patient care events.

- For all departments only 2 (two) visitors are allowed with the patient during any of the visiting times specified below.
- During the admission process, patients may be accompanied by no more than 1 person. At any point in time during the patient's admission, the nurse may ask of partners, relatives or friends accompanying the patient to please step outside the room to allow for the patient confidentiality or completion of sensitive treatment or tests.
- Children under 12 are more likely to be carriers of infections or diseases and can unintentionally spread these around. On the other hand, they are also more vulnerable to infections and diseases that may be treated in the hospital and for these reasons, they are unfortunately not allowed to visit patients admitted in the hospital.
- Before entering the patient's room and when leaving, please always clean your hands with sanitizer provided at the room entrance.
- If your loved one is on isolation precautions, please follow the visual instructions on the door. Everything you will need (masks, aprons etc.) will be available on the trolley next to the door.

Before entering the patient's room and when leaving, please always clean your hands with sanitizer provided at the room entrance.

- Patients will require their essentials such their bath soap, shaving utensils, body lotion, toothbrush and toothpaste, hairbrush and comb. The staff will also inform visiting family or friends if any additional items are required by the patient.
- Patients are sometimes placed on restricted diets due to a medical condition or tests, thus please check with the patient's nurse before delivering any gifts of food or beverages. No alcohol is permitted.
- Please do not leave personal belongings unattended as we cannot be responsible for their safety. Patients may use the built-in safe next to their bed to keep their belongings, we suggest though that a family member or friend keeps a patient's valuable items (e.g. jewelry, cellphone, wallet) safely off the premises.
- No smoking of any tobacco products or electronic cigarettes is allowed inside the hospital. Please make use of designated smoking areas.



Frequently Asked Questions (FAQs):

- **When may I visit with my loved one admitted in the Adult ICU?**

Visiting hours for the Adult ICU is 10h00 - 10h30, 15h00 - 16h00 and 19h00 - 20h00. Old and very sick patients' family members can be allowed to visit their relative outside visiting hours. However, this must first be arranged and authorized by the Unit Manager and Nurse in charge of the shift.

- **When may I visit with my loved one admitted in the General Wards?**

Visiting hours for the General Wards is every day between 11h00 - 12h00, 15h00 - 16h00 and 19h00 - 20h00. Old and very sick patients' family members can be allowed to visit their relative outside visiting hours. However, this must first be arranged and authorized by the Unit Manager and Nurse in charge of the shift.

- **When may I visit with my loved one admitted in the Maternity Ward?**

Visiting hours for the Maternity Ward is every day between 11h00 - 12h00, 15h00 - 16h00 and 19h00 - 20h00. The father of the baby or partner of the mother can stay with mommy and the baby all day until 21h00.

- **When may I visit with my loved one admitted in the NICU?**

Due to risk of infections, only the parents/guardians may visit neonate patients in the Neonatal Intensive Care Unit. Parents have no visiting time limitations and may visit at any time. Parents are however requested to please first contact the NICU Nurse on duty before entering the NICU.

- **When may I visit with my loved one admitted in the Paediatric Ward?**

Visiting hours for the Paediatric Ward is every day between 11h00 - 12h00, 15h00 - 16h00 and 19h00 - 20h00. Parents have no visiting time limitations and may visit at any time. One parent may also overnight with their child.

- **How much time may I spend visiting?**

Our number one priority is the well-being of our patients

and visits are limited depending on the condition of the patient and his or her care needs. A good rule of thumb would be to limit each visit to 20 minutes with no more than two visitors at any time during visiting hours.

- **Who may visit?**

Family and friends of the patient may visit in accordance with the guidelines in this brochure. As a rule, we do not allow visits from younger children because of the risk of infection to both them and to patients. Seeing a loved one in a hospital environment may also be traumatizing for young children. However, when allowed visiting with children, please do not let them wander, run or play in the hospital. Always keep them with you and ensure a quiet and peaceful visit.

- **When can I discuss my relative's condition with the doctor?**

Nursing staff are happy to discuss your relative's condition, provided that he/she has no objection. If you want to see a doctor, please ask the nursing staff or midwife to make an appointment.

- **Why is my child/relative/partner/friend not operated as per the communicated time?**

While we try our very best to stick to the theatre schedule and communicated times, many unforeseen circumstances like a sudden emergency or an earlier operation taking longer than initially expected sometimes cause a delay in the theatre schedule.

- **May I bring my loved one food or beverages?**

Patients are sometimes placed on restricted diets due to a medical condition, thus please check with the patient's nurse before delivering any gifts of food or beverages. No alcohol or non-prescribed drugs may be given to patients.

- **Are flowers and balloons allowed?**

Flowers and balloons are allowed, and we do encourage cards, pictures, silk flowers and stuffed animals. Flowers should ideally be in an arrangement not requiring a vase due to the risk of a vase breaking and causing injury. No flowers or latex balloons are allowed in our ICU units due to serious allergenic risk.

Contact Information

Welwitschia Hospital Switchboard

064 218 911

Casualty / Outpatient Department

064 218 992

Day Ward

064 218 908

General Ward I

064 218 927

General Ward II

064 270 220

Adult ICU

064 270 222

Neonatal ICU & Maternity Ward

064 218 944

Paediatric Ward

064 218 991

Well-Baby & Mother Immunisation Clinic

064 280 900

Namibian Lung Clinic

064 270 204

Radiology Switchboard

064 218 914

Welwitschia Chemist (Retail Pharmacy)

064 270 214

Ocean View Chemist (Retail Pharmacy)

064 418 050

Erongo Eye Institute (Swakopmund)

064 405 090



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