

PETER HARDCASTLE

ORTHOPAEDIC SURGEON

PATIENT JOURNEY



+27 21 840 7005

info@orthopaedichealth.co.za

www.orthopaedichealth.co.za

1 HOW YOU GET TO US



- A Doctor refers you: a GP or a specialist
- A casualty Doctor requests the Orthopaedic Surgeon on Call
- A medical professional such as a physio, bio kineticist or other refers you.

CAN YOU ARRIVE WITHOUT A REFERRAL?

Of course, for any orthopaedic related problem. Ensure your medical aid does not require a referral first.

2 WHAT DO WE REQUIRE FROM YOU



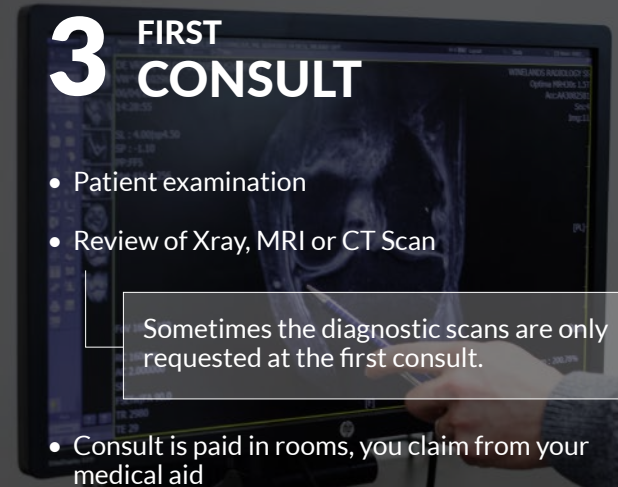
- An Xray not older than 6 months

For the related problem

- A CT scan or MRI may be requested

This will be dependent on the orthopaedic problem but will be discussed with you

3 FIRST CONSULT



- Patient examination
- Review of Xray, MRI or CT Scan

Sometimes the diagnostic scans are only requested at the first consult.

- Consult is paid in rooms, you claim from your medical aid

*We offer pensioner discount

4 FOLLOW UP CONSULTATION

- MRI follow up consultation (if required)
- MRI Discussion (no charge if it is a follow-up)

5 DECISION TIME



- Establish if conservative management or an operation is warranted.
- Conservative management: A follow up date will be discussed and booked.
- Operation: Surgery date will be discussed and booked.

6 PRE-OP CONSULT



- Procedure is discussed
- Operation information is shared
- Consent is signed (Dr Hardcastle and the Anaesthetist consent)

7 PRE-OP PREPARATION



- Referral to physio, Sister Uys, pathology (swabs) as well as Anaesthetist for pre-op checks (*Procedure dependant)
- COVID protocol: Test 3 days prior to procedure

Unless you tested positive in the last 3 months



- Pre-admission to hospital: Documentation to be completed with the hospital team

No food or drink may be consumed for 8hrs prior to procedure

8 PROCEDURE ADMINISTRATION

- Estimation and quotation sent by Letitia from our team and signed.

This is only Dr Hardcastle's fees. Additional fees are charged for prosthesis (if any), Anaesthetist, In Hospital physio, Hospital fees

- Authorisation from the Medical Aid for the procedure is required – Melissa from our team helps with this.
- Authorisation number and Information regarding medical aid tariffs as well as what the medical aid covers is communicated to you.



COVID results will be smsed to you (if + procedure will be postponed, unless it is an emergency). Dr Hardcastle is also notified of the result.

9 PROCEDURE DAY



- Admission to hospital.
- Dr Hardcastle will contact the next of kin to discuss how the procedure went.
- Follow up dates and times to be organised before discharge.



"As a medical professional, I feel that the experience I have gained, both from a South African and British perspective, has given me an edge when treating pre and post-operative patients."

-Dr Peter Hardcastle

10 POST-OPERATION



- Medical bill from all service providers, including Dr Hardcastle is submitted to Medical Aid
- Follow ups occurs procedure dependant

All are no charge up to 4 months post procedure

- Reminder smses will be sent for your appointment
- Normally check-ups are at 2 weeks, 6 weeks and 3 months post surgery.