



**A warm welcome to
M-CARE OPTIMA BLOEMFONTEIN!**

We value your needs and trust that your visit to our facility will be pleasant and of great value.

Please inform the sister in charge of any uncertainties.

The Optima Psychiatric Hospital, a healing centre, situated in the Bloemfontein suburb, Hospitaalpark, accommodating 81 patients and is operated by a company consisting of nine partners, all Psychiatrists.

The interior is light and spacious with several areas for relaxation, socialisation and for group and individual therapy sessions. Most rooms are equipped with three beds and an en-suite bathroom each. Three single rooms are for patients who needs specialised care.

The public park in front of the building was transformed into an oasis of trees and flowers. It is a public space and not only meant for patients but also for residents to enjoy.

OPTIMA BACKGROUND

Some Psychiatrists have been dreaming for years about a better therapeutic facility in Bloemfontein. After various unsuccessful attempts a licence was awarded for a new psychiatric unit in 2009.

Drs Jordaan and Meyer started with the development of OPTIMA Hospital and within nine months the old Bloemfontein Inn was demolished and rebuilt to the current OPTIMA Hospital

The Hospital was taken into use in February 2010, after a long period of blood, sweat and tears.

The hospital was officially opened by patients that were hospitalized at that stage. That was only one example of our high focus on patient care, instead of financial gain.

We remain proud and stand in awe at the difference OPTIMA makes in the lives of hundreds of patients. We invite you to change your life with our help.

Symbolism

Great care has been taken by making the decision on interior decoration, lights, paintings, ornaments and even the layout and plans of the building. We try to create a flow and calm environment with a feeling of being at home even though it is a hospital.

The circle at reception symbolizes the full circle a patient undergoes to reach health.

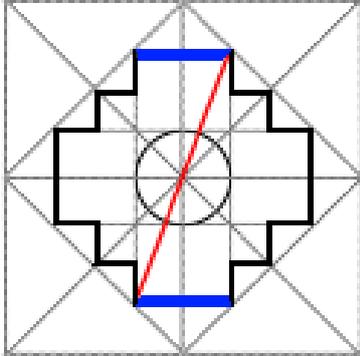
- Representing a concept to illustrate throughout symbols the underlying meanings of objects and qualities.
- A person will think in terms of objects, symbols and truth. (Lacan)

At Optima you will come across different pieces of symbolic. The buildings' outside view is square and regular which symbolizes strength and order. (Angular shapes are also a symbol of manliness). In the reception area you will find circles as well as flowing lines at the desks. This illustrates and represents tenderness, endlessness and, comprehensiveness (circles are symbols of femininity).

In the die porch you will walk through a circle of lights in the roof and a dark circle on the floor. It represents the shiny (right) side that we keep above and the dark (wrong)

side that we keep away. Here you can come and find your real self between the various parts of yourself.

The park plays with square and round forms – note the half circle that it forms – it wants to make you feel comforted. In the middle of it is a square symbol with a circle in it that looks like the following:



This symbol is named the Inca cross, Andic cross or Chakana. There is a lot of controversy about the existence of the symbolic hereof. It stays interesting and there is 12 points that can symbolize the months of the year. It forms a compass, the four elements (water, air, ground and fire), the 3 dimensions, life work and love, the Southern Cross and lots more.

Labyrinth

- Our labyrinth is part of a huge investment and development of the open area in front of the hospital called Optima Park
- A labyrinth is not a maze. In a maze you choose options, get lost and tied up. A labyrinth is a Journey, a therapeutic road with a start. It was used as a type of meditation tool. You choose in advance to walk the road or not

DURING YOUR STAY...

MEDICAL COMPLAINTS

If you have any medical complaints during your stay, please ask your Psychiatrist for a prescription or a referral.

MEDICATION

Good medication control is important to prevent mistakes. Familiarize yourself with your treatment by discussing it with your treating physician and when it will be prescribed. Your illness is your responsibility and you have to take co-responsibility of your treatment. In the event of being unsure about your illness or medication, please ask the nursing personnel.

NO self-medication is allowed. All private medication must be handed to the sister in charge and will only be given on prescription from a doctor!

Hospital medication: Morning medication is dispensed after breakfast. Please bring your water bottle along and drink medication at nurse's station. During the evening, medication is dispensed by the registered nurse, between 20h00 and 21h00 when a bell will ring to inform you that your medication is ready. If you have any other request or uncertainties, please contact the sister in charge.

Chronic medication: Must be arranged through your General Practitioner or Psychiatrist Office.

NURSING PERSONNEL

Each sister station has a number of nursing staff to assist with daily functions and ward requirements regarding patient care. Optima nursing staff are all qualified staff and have adequate training to see to your interests. Please do not feel offended when you ask the nursing personnel for help and they escalate the request to the sister. Nurses do not have the same authority as the sisters. It does not mean that they cannot assist you. At Optima we provide more personnel than legally required.

- **NURSING SISTER**

This person is the head of the ward. He/she will assist you with almost any medical request and will be able to coordinate your care to assist with your healing process in M-Care Optima. A sister is also the only person allowed to dispense your medication.

- **CARE WORKERS, NURSING HELPERS**

Their tasks vary and change. They might be asked to help and monitor a patient 24/7, or assist with patient bed preparation or performing small tasks.

- **NURSING STUDENTS**

We allow nursing students to obtain practical experience at our hospital. They are not involved in your therapeutic care, and do not have access to your confidential documents.

- **COMMUNITY HEALTH SISTER**

Fast access to the physician is not always possible. For minor problems we have appointed a sister who will do telephonic follow-ups and assist you in this regard. We walk the extra mile, by phoning our patients after discharge, following up to see how our patients are coping and how they are reacting to the medication. Our community health sister gives feedback to the doctors and nursing managers. Optima personnel have your best interest and recovery at heart. Remember – we really care... In the case of any uncertainty you can phone the community health sister on 051 502 1834

SMOKING

NO SMOKING is allowed in the hospital as it is against the law and smoke detectors are installed. Dedicated areas are available for smoking. Smoking is not allowed within five meters from a door or window. People smoking on the veranda facing the therapy rooms, are requested to use the ashtray provided. These areas are locked from 17h30. Ask personnel if there are any uncertainties. You may not smoke in the Unit-T garden or in the corridor when it is raining.

E-Cigarettes are still considered as smoking.

Cigarette Butts

- Please place your cigarette butts in the provided ashtrays.
- Do not throw your cigarette butts in the garden as our plants are all non-smokers.
- Please put out the cigarette once you are done smoking.
- Please DO NOT throw cigarette butts over fences or in the garden. Use the provided ASHTRAYS.

Smoking is harmful to your health and the health of others in your surroundings. The hospital and staff will never condone smoking. If you want to quit this habit, ask your doctor about medication that can help you in this regard.

VISITING HOURS

Please acknowledge that our patient's privacy and confidentiality is of the utmost importance. It remains a hospital and we request that you and your visitors treat other patients and the facility with dignity, honour and respect.

Visiting hours are from 17h00 to 19h30 in the main hospital, and between 17h00 to 18h00 in the teenage unit. No visitors are allowed to sleep over. Visitors may not enter patient rooms.

VALUABLES

Valuable articles are kept at patients own risk. The hospital will NOT accept any responsibility in case of damage or theft in any way whatsoever. Note that CCTV is widely spread and working in and around the hospital.

GOOD ADVICE: Rather send your treasured items home. Please respect others property – in the event that you pick-up an item, please hand it in at the sister station.

WEAPONS

Declare your weapon/s at admission. NO weapon/s of any sort is allowed in this hospital! This is for your safety and the safety of others. It will be locked in a safe for the period of your stay.

RESPECT

Please show the necessary respect to your fellow roommates to make your stay and theirs as pleasant as possible.

GROUPS

Orientation takes place on a Monday and enquiries can be made with the programme coordinator or at the nurses' station.

Groups should only be missed for psychologist or psychiatrist consultations.

Group Program

A therapeutic group programme is legally compulsory in all psychiatric hospitals in South Africa. The programme at M-Care Optima is carefully compiled in order that every group benefits the patient with great value but that the programme in total will have therapeutic effect. Continuous participation with this form of treatment is highly recommended.

- Always attend the groups; you will be called to go for psychiatric or psychological consultation. Groups may not be left for shopping, physiotherapy, dietician, gym or spa.
- For more information regarding the groups, speak to the Group coordinator.
- A copy of the group planning is attached to the notice board on your left as you go towards the kitchen away from the nursing station. A copy is available on the first floor pinned to the notice board right opposite the nursing station just to the right of therapy room 2. A copy can be obtained from the Group Coordinator on Mondays.
 - It explains free movement
 - Details about the spa.
 - Using the Optima Park

OCCUPATIONAL THERAPIST

Assisting patients to understand themselves and their interactions with the environment or colleagues better. They also teach you skills to help manage these situations. Creative activities are incorporated as a therapeutic tool, enhancing self-esteem, creativity and to implement new skills.

GENERAL INFORMATION

ALCOHOL AND DRUGS

Patients with substance abuse are also treated here; therefore we request that you do not subject yourself or other patients to the use of alcohol or any other substances that are associated with abuse.

This hampers the treatment and healing process of not only you as a patient, but also other patients.

Thus, alcohol use is prohibited whilst admitted in Optima whether you are inside or outside of the hospital for as long as you have been admitted. This will impede therapeutic processes. The SAPS conducts random drug searches with sniffer dogs to assist the hospital in this regard.

INTOXICATED PATIENTS

No intoxicated patients will be admitted in the hospital. Right of admission is reserved! Your doctor may also decide to discharge you immediately.

AIR-CONDITIONER

Only use when needed. Natural fresh air is the healthiest. Air-conditioners are set at room temperature of 22°-23°. This is a comfortable temperature and will not be changed. If you are sensitive to the temperature, it can be switched off during your stay. NO patient has the controls of his air-condition. If you are not in your room please ask to have your air-conditioner switched off. Please take other patients in your room into consideration.

BEDTIME

A disturbed sleeping pattern is commonly associated with illness that needs treatment, thus we encourage a healthier sleep pattern. Therefore, we request the following:

- Lights off at 22h00
- Outside doors locked at the same time.
- No socializing in lounges after 22H00.

BLOOD TESTS / Pathology

Blood tests are performed as requested by treating physician.

CELL PHONES

Cell phones are used at your own risk in the hospital and have to be locked away during therapy sessions. The use of phones disrupts the therapeutic process and is disrespectful towards others. Two point plugs above your bed can be used for your cell phones chargers.

CONSULTATION ROOMS

Optima are very proud of its 3 downstairs and 12 upstairs consultation rooms. Treating Physician's use allocated rooms on a daily basis and you will get familiar with the layout quickly. Psychologists do not have permanent rooms but are allowed to use open consultation rooms. They should always communicate the location of consultations with you, or with the nursing personnel.

CLOTHING

Please respect yourself and others:

- Pyjamas are only allowed in rooms and not in the corridors.
- Wear comfortable neat clothes during the day.

COMMUNICATION

See flow chart on ground floor and first floor.

CONFIDENTIALITY

“**NORMAL**” is a setting on the tumble drier! We all have our own issues, and details discussed during therapy, and within the hospital should remain within these walls. Small minds discuss people, great minds discuss ideas. Be great minded.

COMPLIMENTS / COMPLAINTS

Compliments/Complaints forms are available and problems should be communicated and resolved immediately. You'll find them at the reception desk. Any compliments/complaints can be given to the Host verbally or in writing (on the patient evaluation forms handed out on Wednesday).

DIETICIAN

The treating physician may refer you to a dietician, if indicated Private diets are not available.

DOCTOR'S ROUNDS

Doctor's rounds vary between doctors, Please confirm with your doctor.

DISCHARGE

The Sisters will dispense and explain your medication to you after the doctor has discharged you. Return your safe key with the deposit slip at reception in order to receive deposit back. If you lose your key you forfeit your deposit. Please set the cupboard lock to 0.

ECO-FRIENDLY

We are busy creating an eco-friendly environment at Optima Hospital.

ENTERTAINMENT

Snooker Table

Patients are not allowed to use the snooker table during therapy times. It may be used between 17h00 to 21h00. Please consider the other patients and their guests. Patients are not allowed to play before 10h00.

GYMNASIUM

Our gymnasium is situated on the first floor, behind the pool table lounge. Access and permission to the gymnasium must be obtained at the nursing station. To use the boxing bag, ask at the nursing station and the occupational therapist to liaise an appropriate time. Patients may not attend the gymnasium from 08h00 to 17h00. The Teenage Unit has its own treadmill. Please leave the facility in the same condition you would like to find it in.

HYGIENE

We encourage daily hygiene. Please take other patients into consideration. If you do not have access to toiletries, please contact the sister in charge.

INTERNET

This facility is only for the use of patients.

Please use this service with respect and good judgement.

NO access to pornography, humiliation or abuse is allowed.

The Wi-Fi is only accessible at certain areas in the hospital. The log in code will vary on a monthly basis. If you experience any log in problems, ask your sister in charge.

LAUNDRY

We provide a limited service to patients and only patients, from out of town. Washing your laundry is done at your own risk and the hospital will not be held responsible for any damages or losses whatsoever. Laundry must be handed in at evenings. Please arrange for laundry well in advance with the personnel. Laundry detergent and fabric softener are available at a minimal fee.

LIBRARY / READING MATERIAL

The library is located on the first floor, next to the internet café. Patients are allowed to use the books and read them. Books must be returned to its original place, in its original state. An array of magazines is placed in and around the various lounges for your reading pleasure. Daily newspapers are placed at the reception area and at both the nursing stations and the teenage unit.

LEAVING THE PREMISES

Written permission must be granted by your Doctor. Please ask him/her if you have appointments off-site.

MEAL TIMES

Breakfast Time:	07h45	-	08h30
Tea Time:	10h30	-	10h45
Lunch Time:	12h30	-	13h30
Dinner Time:	16h45	-	17h30
Tea Time:	20h00	-	20h15

Meals will be enjoyed in the dining area and no meals will be served in the rooms. You can keep your refreshments in your locker and in your rooms. Unfortunately, we cannot satisfy everybody's preferences, and will only accommodate special diets prescribed by dietician.

A good balanced eating programme is important for physical and emotional health. We maintain a low GI diet.

MICROCHIP

Please note that all linen, pillows, blankets, towels, duvets and comforters are fitted with microchips. To save you embarrassment, please ensure that you do not pack in any of the above-mentioned items by accident.

MECHANICAL BEDSIDES

Applied to the bed according to Doctor's request or nursing care purposes.

MEDICAL SPESIALIST

Your Psychiatrist will do appropriate referrals if needed.

PASTORAL HELP

Can be arranged in consultation with your treating Psychiatrist as a part of your therapeutic plan.

PAIN

Please report any pain or discomfort to the sister in charge immediately.

PATIENTS

Men and women are not allowed to visit in each other's rooms, as lounges are available. Outside doors will be locked at 22h00. Bedtime is 22h00 and lights are switched off. Do not continue walking around after having taken your medication.

PHYSIOTHERAPIST

We involve physiotherapists to assist with pain and muscle spasms on doctors' requests. Your medical aid may not pay for all of these consultations. Please ask the physiotherapist concerning authorization.

PSYCHIATRIST

A psychiatrist is a medical doctor who specializes in mental health, including substance use disorders. Psychiatrists are qualified to assess both the mental and physical aspects of psychological problems.

They order diagnostic tests, prescribe medications, practice psychotherapy, and help patients and their families cope with stress and crises. Psychiatrists often consult with primary care physicians and psychotherapists, such as psychologists and social workers.

PSYCHOLOGIST

Psychologists help to ensure the health and well-being of all people: individuals, families, groups, and society as a whole.

Psychologists are trained professionals who conduct research, perform testing, and evaluate and treat a full range of emotional and psychological challenges.

POWER

Please switch the lights off when you leave the room. Do not turn on lights or electrical appliances unnecessarily, especially the air conditioning.

ROMANTIC RELATIONSHIPS

People are very vulnerable during hospitalization, therefore -

- We do NOT encourage romantic relationships between patients
- Men and woman are not allowed to visit in each other's rooms
- Please refrain from physical contact outside of the therapeutic sessions

RADIO & TV'S

You can use your own radio, if used with earphones. Room TV's have TV 1, 2, 3 and E-TV available. TV's with DSTV are located in the lounges on both floors. Educational DVD's may be played from time to time. The DSTV's work separately. Please take other patients into consideration when it comes to channel selection. Be polite and allow patients that are watching a programme to complete their viewing selection and ask if you may change the channel once their programme has ended. Please do not fiddle with the television channels as they have been pre-set. TV's will be switched off at 22h00, but exceptions are made over weekends.

REFRESHMENTS

Your refreshments and cool drinks can be stored in the fridge in the lounge area. Please mark your refreshments as it is kept at own risk.

Vending machines are on the first floor for your convenience, with a drink and treat machine, airtime and cigarette dispenser. Please use the correct change.

Water bottles are issued on admission. Please use the same bottle throughout your stay. Refill your bottle at the "*Cold Water Filtered Fountain*" in the downstairs lounge or the "*Filter Faucet*" on the first floor.

Coffee stations are for the use of patients only and contain "Decaff" coffee. Please keep the area clean.

SAFE PARKING

Enough parking is available for the patients and doctors. If we cannot accommodate your vehicle in front of the hospital, we can accommodate it at the "Red House" just behind the hospital. Public parking is outside of the hospital fencing. Optima provides security services and CCTV cameras, but will not be held responsible for any loss, damages or theft.

SECURITY

Our security personnel have been appointed to assist with your safety, day and night and protect our property. The security guards act on set rules and regulations in our framework and as per request of the Nursing Service Manager or Doctors. Respect our security personnel and honour their requests. Treat them with the same dignity and respect you would like to be treated with.

SPA AND BEAUTICIAN

Appointments can be arranged for spa treatments. These treatments will be for your own account. Speak to the nursing personnel on duty to make an appointment for you. Patients attending the group therapy sessions may be rewarded with a complimentary voucher.

SAFE KEYS

A safe has been installed in your cupboard. In the event that you have damaged your wardrobe, lock mechanism or lost your safe key, please note that you will be billed for these repairs. (*Changing the lock or getting a locksmith or repairing the wardrobe.*)

THERAPY

Therapy is conducted according to your doctor's prescription and absence allowed only with your doctor's consent.

TRANSPORT

Will be arranged as necessary by the nursing personnel for appointments at other facilities etc. The private use of the taxi is for your own account.

WATER

Please use sparingly. Do not shower too long or overfill the bath – keep fellow patients in mind. Do not let the tap run, while brushing your teeth.

EMERGENCY PROCEDURE

- DO NOT PANIC! – From *time to time* we are obliged to rehearse emergency procedures; you will be notified of this in advance.
- Move orderly and immediately to the closest EMERGENCY exit from your room.
- If possible, try to stay calm and quiet, this will prevent other patients from being upset and panicking.
- In case of a fire, immediately close all windows.
- Wake your roommate at times of emergency.
- Communicate all important information to the nursing personnel.

TEENAGE UNIT

Optima have a Teenage Unit, known as "Unit-T" where teenagers and adolescents can be treated. The unit is a separate facility as stipulated by law.

The teenage unit consist of fourteen beds with two bedrooms consisting of two beds each. The other two rooms are equipped with five beds each.

GENERAL INFORMATION:

- Refrigerator available for perishable food and drink at your own risk
- Vending machines available for snacks
- Only phones may be brought with. See that your child no tablet, iPod, laptop, DVD or X Box games bring.
- All home medication and all sharp objects must be submitted with recording.
- All "piercings" are to be taken out and left at home.
- Psychiatrists and psychologists will work with the parents to make an appointment to give feedback about their treatment.
- If a teenager is smoking parents must give written consent. Patients younger than 16jr are allowed only 3 cigarettes per day, over 16jr 5 per day.
- Parents must give written permission for patient to be searched for their own safety.
- Patient may only leave the hospital with the doctor's permission and care of the parents.
- No patient is allowed to go with another patient home or have to go any excursions.
- Visiting hours are only for parents from 17h00 to 18h00.
- Intoxicated patients or visitors are not allowed.
- With discharge patient must be out of the unit by 12h00.
- Admissions are from 13h00 on Sunday. Principal of medical aid should be available to assist with the admission. Both parents' permission is needed for the admission
- If any substances are obtained from a patient or a patient makes him / her guilty of misconduct, be patient immediately discharged
- If any property is damaged, parents will be held responsible for the cost of repair

HOUSE RULES IN THE TEENAGE UNIT

- Girls are not allowed in the boys rooms
- Only one person to occupy a bathroom at any moment. Please keep the bathroom clean at all times
- Take turns to bath either at night or in the morning to ensure that there is enough hot water for all
- Romantic relationships or hugging are not allowed here. Respect each person's interpersonal space

- Respect each other, personnel and therapists. Respect property. Sitting with feet on benches or couches is prohibited
- Dispose of mugs and glasses after use
- All patients to take meals at the dining table. No food would be kept unless the patient is busy with therapists
- All food or cold drinks kept in the refrigerator must have the owner's sticker
- Socks and slippers should be worn in the unit only. Sleepwear should only be worn in the bedrooms
- Painting or activities should not be done in the bedrooms
- Know your prescribed medication and take them as prescribed
- Patients are not allowed to leave the Teenage Unit without written permission of the Registered nurse on duty
- Personnel must accompany patients to the vending machine at all times
- Any patient who presents with inappropriate behaviour, destroys property would be discharged with immediate effect
- Any patients found to be in possession of alcohol or other illegal substances would also be discharged immediately
- Television, X-Box and a computer are available for use by all teenagers. Watching times is between 13:00-14:00 and after 18:00
- From time to time the personnel will monitor appropriateness of programs watched and would change the channel should the need arise
- Any homework should be completed after supper. The parents remain responsible to bring homework during visiting hour. Each teenager remains accountable for completing the homework
- Only parents are allowed to visit the child.

Group attendance

- The medical funds require attendance of all therapeutic group sessions all admitted children
- Punctuality is required for all group sessions
- All problems are to be discussed with the Psychiatrists, Psychologists, and other therapists who are trained to assist patients to deal with them. Patients should not discuss their problems with each other. Registered nurses on duty can contact therapists should the need arise
- Adhere to 15 minutes tea time and 30 minutes lunch times before the next group session starts
- Food or drinks are not allowed in group rooms
- Mind the noise as you move between or change therapy rooms for other sessions to enable psychiatrists and other therapists who hold individual sessions to carry on uninterrupted
- Avoid damage to the chandelier on the stairs as you go upstairs for sessions.

Cell phone rules

Teenagers have access to their cell phones only after supper (18:00) until 20:30 when the night staff would lock them up again.

- Cell phones would be kept from owners whenever staff observes changes in behaviour or mood after receiving them

- A register for receipt and handing over the cell phones would be kept and all teenagers are expected to sign for handing in and receiving back their cell phones
- Use of earphones is encouraged to prevent disturbing other with loud music.

Bed time

- All teenagers must be ready to go to bed by 21:00.
- Night medication is then handed out by night staff and lights are switched off thereafter to enable all to fall asleep
- All teenagers are expected to push the alarm button next to each bed if they struggle to sleep. No one should be moving around after lights are off
- Any teenager who deviates would be removed from the room to allow others to sleep. Privileges such as cell phones and cigarette may also be taken away.

Smoking rules

- Smoking times are as follows:

Before breakfast	06:00 - 07:30
Tea time	10:30 - 10:40
After lunch	13:00 - 14:00
Afternoon tea	15:45 - 15:55
After supper	18:15
- Non-smokers are not allowed in the smoking area while smokers smoke
- Sign every time a cigarette is taken
- Remove cigarette stumps and dispose of them in dust bins.
- Any cigarette signed out must be finished and not kept for later use.
- Each smoker must provide own cigarettes. No sharing is allowed.
- If cigarette is found in the rooms any further smoking would be prohibited.

Games

Different games are available and locked up in cupboards.

All games must be signed out for in the specified book and after use must be returned to nursing staff that will in turn place them back in their storage areas.

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