



# Visitor & Patient Guide

Halo Day Hospital — 301 Burger Street, Pietermaritzburg, KwaZulu-Natal · Tel: 033 815 1660 · [www.hellohalo.co.za](http://www.hellohalo.co.za)

A simple guide so you know what to bring, what to expect on the day of your procedure, and how to support a calm, healing environment.

## Your day at a glance

Before you arrive, complete preadmission and pack your essentials. On the day, our team will welcome you, prepare you for theatre and support your safe recovery and discharge home.

### BEFORE YOU ARRIVE

## What to Bring on the Day

### Documents & admin

- ID book/card or passport.
- Medical aid card and authorisation number (if applicable).
- Referral letters, consent forms and any preadmission paperwork.
- List of current medication (name, dose and frequency).

### Comfort & safety

- Loose, comfortable clothing and flat shoes.
- Reading glasses, hearing aids or contact lens case.
- Essential toiletries if requested for longer stays.
- Means of payment for any co-payments or shortfalls.

**Tip:** Please leave valuables and large amounts of cash at home. Halo Day Hospital cannot accept responsibility for loss of personal items.

### THE DAY BEFORE & MORNING OF SURGERY

## Before You Leave Home

- Confirm your arrival time and fasting instructions from your doctor or anaesthetist.
- Follow fasting rules exactly — usually no food for 6 hours and clear fluids up to 2 hours before, unless told otherwise.
- Arrange transport home — you should not drive yourself after sedation or anaesthesia.
- Nominate a responsible adult to stay with you for the first night at home if advised.

#### ON THE DAY

## What to Expect at Halo

### Admission & preparation

- Report to Reception on arrival — our team will confirm your details and consent forms.
- Pre-operative checks include vital signs, allergies and medication review.
- You will be shown to the dayward or pre-operative area and prepared for theatre.

### Theatre, recovery & discharge

- Procedures are performed in modern theatres by specialist teams.
- You are closely monitored in recovery until you are safe to go home.
- Before discharge you receive written instructions, prescriptions and follow-up information.

#### FOR VISITORS

## Visiting Hours & Etiquette

- Visiting hours: Typically 09:00–11:00 and 16:00–18:00 for most patients. Please confirm your specific ward times with Reception.
- Number of visitors: To keep recovery areas calm, we recommend 1–2 visitors at a time.
- Quiet environment: Please keep phones on silent and speak softly in patient areas.
- No smoking or alcohol: The entire facility is a smoke-free and alcohol-free zone.
- Children: Young children are welcome but must be supervised at all times; some clinical areas may be restricted.

#### FINDING US

## Parking & Directions

Parking is available on site, with dedicated drop-off bays close to the main entrance.

- **Address:** 301 Burger Street, Pietermaritzburg, KwaZulu-Natal.
- **Drop-off:** Short-stay drop-off directly outside Admissions.
- **Accessibility:** Marked bays near the entrance for patients with limited mobility.

#### FACILITIES

## Facilities for Visitors

- Coffee and light refreshments available during core hours.

- Comfortable seating areas close to dayward and recovery.
- Public restrooms.
- Free Wi-Fi in public areas.

#### SUPPORT

### If You Need Help

If you need wheelchair access, language interpretation, sensory support or any other assistance, please let us know before you arrive so we can prepare.

**Important:** If you feel unwell after you go home, follow the discharge instructions provided. If you are worried, call **033 815 1660** or contact your surgeon. For severe pain, difficulty breathing, chest pain or any emergency symptoms, call emergency services immediately.

Halo Day Hospital — Day surgery, done with care. This brochure is for general guidance only and does not replace medical advice from your doctor.

# HALO DAY HOSPITAL