

## **EsteemCare Referral and Admission Guidelines**

Dear referring Doctor,

Thank you for referring your patient to EsteemCare Hospital. As a private psychiatric hospital, we thrive to ensure the best quality treatment for your patient in a safe and therapeutic environment.

To ensure the safety of the patient and to maintain a therapeutic milieu for the patient we follow strict referral and admission guidelines:

### **For Psychiatrists:**

- All psychiatrist registered with the HPCNA are allowed to refer and admit patients directly to EsteemCare Hospital but must respect the admission criteria stipulated below.
- Should a psychiatrist wish to continue as the patient's treating doctor, admission rights can be obtained by sending an email to our Managing Director, Olivia von Kühne ([olivia.v@esteemcare.com.na](mailto:olivia.v@esteemcare.com.na)), and providing all relevant registration documents (HPCNA and NAMAf)
- Should the psychiatrist wish for the in-hospital treatment to be done by EsteemCare's Psychiatrist, this can be arranged upon admission
- Referring Psychiatrists will be updated after discharge regarding the patient's treatment and the suggested treatment plan.

### **For General Practitioners:**

- Referral letters can be sent to [hazal.o@esteemcare.com.na](mailto:hazal.o@esteemcare.com.na) or [caleigh.m@esteemcare.com.na](mailto:caleigh.m@esteemcare.com.na)
- Within 48 hours of receiving the referral letter, one of our professionals will contact the patient for an admission screening.
- After successful admission screening, we will obtain the medical aid pre-authorization.
- Please be informed this process can take up to 72 hours.
- Should pre-auth be granted a suitable admission date will be scheduled with the patient
- Our receptionist will keep the referring Doctor and the patient up to date during the process.
- Once the patient is admitted to our facility, the patient will be seen by one of the treating doctors of EsteemCare.
- All referring doctors will receive a report after discharge regarding the treatment during admission and the suggested treatment plan

- Please be reminded that some medical aids require a psychiatrist to be the referring Doctor to a psychiatric hospital, in these case one of our psychiatrists will assess the patient for admission

### For Psychologist

- Referral letters can be sent to [hazal.o@esteemcare.com.na](mailto:hazal.o@esteemcare.com.na) or [caleigh.m@esteemcare.com.na](mailto:caleigh.m@esteemcare.com.na)
- Within 48 hours of receiving the referral letter, one of our professionals will contact the patient for an admission screening.
- After successful admission screening, we will obtain the medical aid pre-authorization.
- Please be informed this process can take up to 72 hours.
- Should pre-auth be granted a suitable admission date will be scheduled with the patient
- Our receptionist will keep the referring Psychologist and the patient up to date during the process.
- Once the patient is admitted to our facility, the patient will be seen by one of the treating psychologists of EsteemCare.
- All referring psychologist will receive a report after discharge regarding the treatment during admission and the suggested treatment plan
- Please be reminded that some medical aids require a psychiatrist to be the referring Doctor to a psychiatric hospital, in these case one of our Psychiatrists will assess the patient for admission

### Admission Criteria:

- Admission of only Mood and Anxiety Disorders
- No acute psychotic disorders, suicidality or primary substance abuse disorders will be admitted
- Patient must be admitted willingly and is free to leave the facility (also against medical advice) at any time
- No admission of patients under the mental health act
- No emergency admissions
- Admission days will be Mondays, Tuesdays and Wednesdays ONLY (No admissions on Public Holidays)
- Underlining medical conditions must be treated before admission
- Patient must be medically stable
- Admissions can be only scheduled after pre-authorization from the medical aid is

received

As the admitting facility, EsteemCare reserves the right to deny admission to patients not suitable to the therapeutic milieu. In case of aggressive or unsuitable behavior within the facility, EsteemCare reserves the right to have the patient discharged into the care of a family member or to the Mental Health State facility.

Should a patient experience any medical issues during admission, a specialist physician will guide the EsteemCare treating team on precautions to be taken. Should the condition not stabilize, patients will be transferred to a general medical hospital.

For any further questions please contact Olivia von Kühne at [olivia.v@esteemcare.com.na](mailto:olivia.v@esteemcare.com.na) or on 083 330 0945.

Sincerely,  
Olivia von Kühne  
Managing Director  
EsteemCare Hospital