

A hospital with sound ethics and top service

In September last year I had a terrible accident and ended up in an ambulance which drove me – at my request – to Busamed Hospital.

I was in a lot of pain and in a terrible mood. When I arrived at the hospital, I received a big welcome, as if to say: “Don’t worry. We will help.”

There I got from the ambulance stretcher onto the ER bed. I was tense as I knew x-rays would have to be done. And we all know how it works in most of our hospitals – lots of “movement”.

So Dr Visser instructed me to stay calm and explained the procedure to me as the x-ray was done in a flash. What a relief!

He told me my pelvis, spine and ribs were fractured, while there was also internal bleeding. I underwent another scan and treatment started – a very fast diagnosis. A super big “thank you”.

I was then told I would need to see a specialist for my pelvis and – lucky me – they had him in the house. I was also told they would have to operate. I was then wheeled to ICU, which has a nice view, lots of place and amazing people working there.

The day they pushed me to theatre, I thought: “Okay, others go to the opera, I go to theatre!” The facility has the best technologically advanced operating theatre I’ve ever seen. And yes, there are also super nice friendly people working there, with great humour and warmth.

Later I became a “member” of the surgical ward. Wow, it’s like a hotel with big rooms,

lots of light, beautifully clean and friendly staff. Each time I received medication I was informed what the medication was for and was asked whether I understood. It was helpful.

Later, I got a phone call from my medical aid and was informed I had to leave as the hospital does not operate according to their rates. I told the woman this was impossible.

A few hours later, a woman from the hospital’s admin approached me and asked, with hesitation, whether my medical aid had contacted me. She told me not to worry, that I should stay and get better. She said they would sort it out and they did just that – well done!

To my surprise, she also said she heard about my problem at my home: my 80-year-old father was alone. He is immobile.

She informed me that once their drivers had a chance they would collect my father from home, bring him for a visit to the hospital and take him back. This they did, until Daddy was safely back in his armchair. What a nice, helpful and thoughtful gesture.

I was discharged from hospital after 10 days and got another nice surprise when I returned for my out-patient check-up.

My doctor, Dr Maqungo, removed my screw – like an artist – and now I am as good as new.

Busamed is a hospital with great ethical value and is fair to its patients. Its personnel want you to feel better.

Well done and a big “thank you” and hugs for all the people working there.

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