



OB-GYN  
PRACTICE

Women's Health • Our Passion

Obstetrics | Gynaecology | Endoscopy | Fertility

# PATIENT BOOKLET



# WELCOME TO THE OBGYN PRACTICE



## Dear Patient,

**Welcome and thank you for choosing your one and only OB-GYN Practice to look after your Obstetrics and Gynecology health. We are very passionate about what we do and we strive to make your health care journey a compassionate one.**

This information booklet has been compiled to explain our practice policies and procedures to ensure that you receive the best patient-centred health care.

If you have any questions regarding these policies, please feel free to ask any of the staff for assistance. If you have any suggestions that may assist us in improving our services, please bring it to the attention of the staff.

We wish you all the best for your health and a speedy recovery!

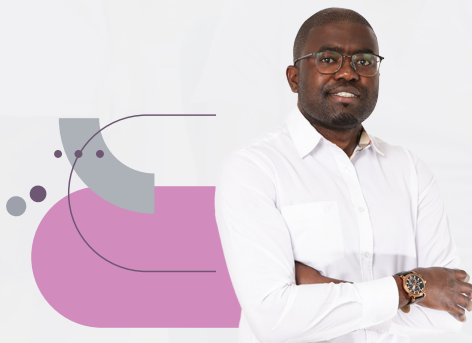
OB-GYN Practice is a unique private specialist Obstetrics and Gynecology medical center in Windhoek, Namibia. Our practice provides medical care to women from adolescence to menopause with state-of-the-art, cost-effective holistic health care, while maintaining best-practice and evidence-based clinical treatment.

# MEET THE TEAM

Specialists Obstetrician and Gynaecologists



**Dr David Ndeshipanda Emvula**  
Reproductive Medicine and Infertility Treatment



**Dr Simon Eben-Esser Emvula**  
Fetal Medicine Foundation accredited specialist



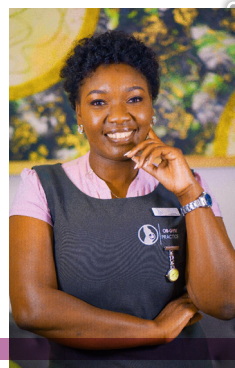
**Practice Administrator**  
Mrs. Mandy Jane Izaaks



**Admin & Patient care Assistant**  
Ms. Annelheid Raana Martin



**Receptionist**  
Ms. Lekiesha-Ann Renton



**Practice Nurse**  
Sr Savelia Verushka Paulus

# OUR SERVICES



**Obstetrical Services**



**3D Scans**



**Postnatal Care**



**Gynaecology**



**Delivery**



**Antenatal Care**



**Endoscopy**



**Fertility**

## Contact us; Office Hours:

Monday - Friday: 09h00 – 18h00

Saturday, Sunday & Public Holiday's: Closed

No routine visits will be scheduled on weekends.



## Phone Calls

We have one office line +264 61 – 240 110. Occasionally during office hours this line may be busy assisting other patients, and you are advised to try again after a few minutes should there be no answer to your call.

The line has a voice mail availability if we are unable to answer the phone. The voicemail will be processed as soon as possible.

Alternatively in case of an emergency kindly make use of our emergency number +264 81 788 6201. There is a Specialist on call 24 hours a day for medical emergencies.



## Email

Our office has a convenient e-mail system for patients. If you would like to correspond via e-mail you will need to provide us with your personal e-mail when filling in the registration form. Please make sure that the form is filled in correctly.

- **Any general office inquiries can be sent to:**  
**[info@ob-gynpractice.com](mailto:info@ob-gynpractice.com)**
- **For Theatre inquiries and bookings:**  
**[nursing@ob-gynpractice.com](mailto:nursing@ob-gynpractice.com)**
- **Finances: [accounts@ob-gynpractice.com](mailto:accounts@ob-gynpractice.com)**

E-mails will not be answered after 18h00 or on weekends. If you send an e-mail after 18h00 or on weekends, you will receive a response the next business day.



### Confidentiality

Our office is dedicated to maintaining our patients' confidentiality. All patient details and treatments are treated with the utmost confidentiality. To this end, we will not release any information without a patient's written consent. We are unable to discuss treatment with other family members, such as mothers or sisters, unless permission has been granted where translation is required.



### Prescriptions

The doctors will approve prescription repeats during office hours only. Requests for routine prescriptions must be made before 14h00 or they might not be approved until the next business day. Be sure to call in for your prescription before you completely run out of medication.



### Laboratory tests

To ensure a holistic health care, patients may receive a bloods tests request form from the Doctors to have the bloods done by the practice Nurse. However, it is important to note that blood tests are not done at the practice. This is done at a laboratory such as PathCare, Namibia Central Pathology and Holm Pathology at an additional cost, which are usually covered by the medical aid.

A PathCare Laboratory is conveniently located in the Hospital block for this purpose. Should you have an inquiry regarding the laboratory tests please speak to our Nurse or Doctors.



### Missed and cancelled appointments

If you are unable to attend a scheduled appointment, please cancel with our office by giving at least 24 hours' notice. This gives our office the opportunity to offer that appointment time to another patient. Missed appointments or appointments cancelled with less than 24 hours' notice will be charged a penalty fee of N\$ 400.00



### New Patient Appointments

Your first appointment, often called the "New Patient Consultation", is typically 30-45 minutes in duration. During this consultation you will meet with your doctor to review your medical history, fertility history, surgical history and a full physical examination will be done to identify your medical problem. For a Gynecology consultation a trans-vaginal ultrasound examination will be performed and in case of an Obstetrics consultation and Obstetric ultrasound scan will be done. Once a diagnosis is made; a clear and detailed explanation will be provided, to ensure that you have a full understanding of your medical problem and the treatment options. If a surgical procedure or an inpatient stay is deemed necessary, we have admission rights at all private hospitals in Windhoek where this can be swiftly arranged.



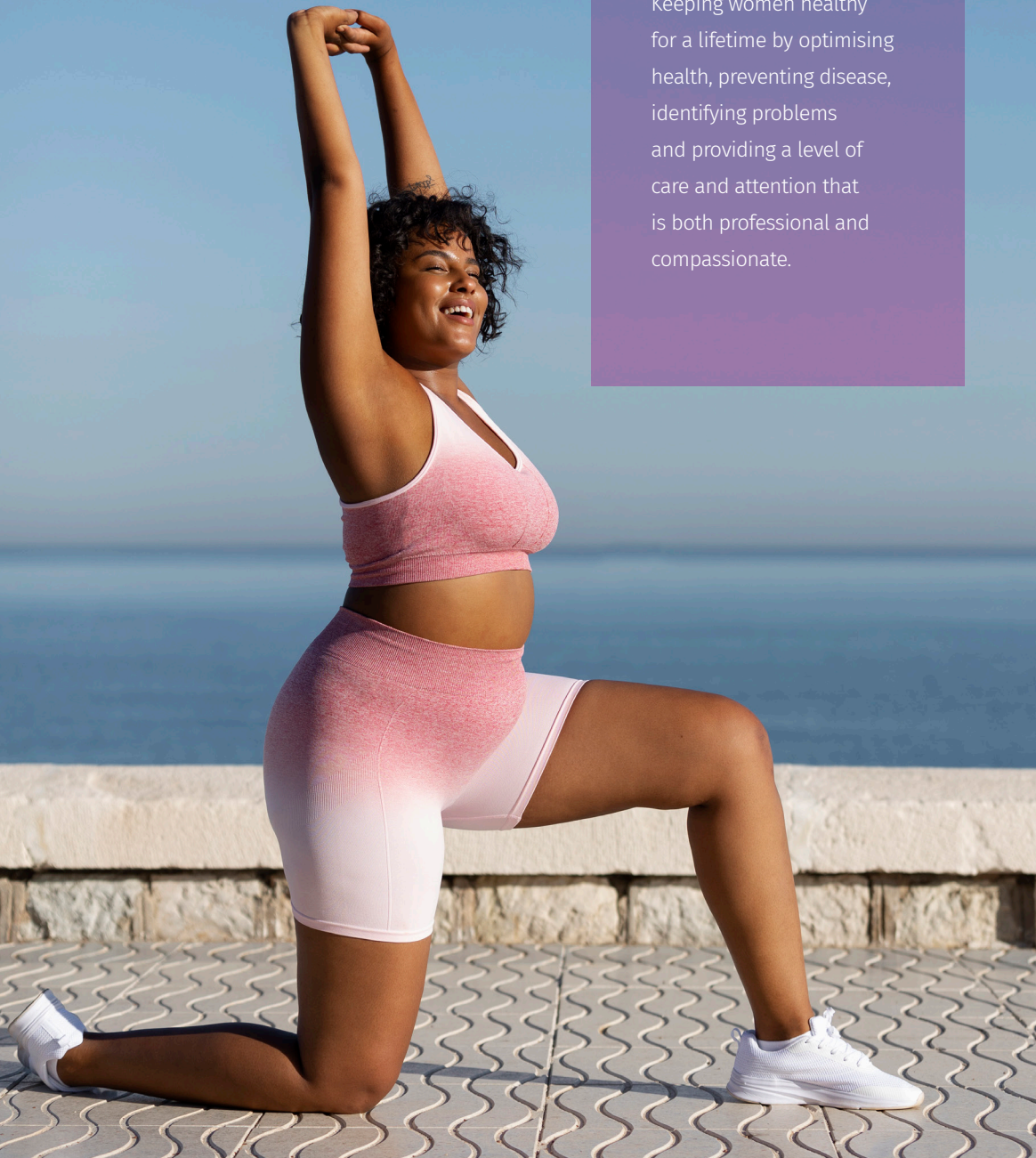
### Important Notice to Obstetric Patients

Medical Aids only approve 3 (three) antenatal Obstetrics ultrasound scans. To ensure a positive pregnancy experience, the World Health Organization (WHO) in 2016 published a guideline recommending a minimum of eight Antenatal Care Visits (ANC) for patients with a low-risk pregnancy. A high-risk pregnancy may require more than eight visits. Obstetric ultrasound examination





Keeping women healthy  
for a lifetime by optimising  
health, preventing disease,  
identifying problems  
and providing a level of  
care and attention that  
is both professional and  
compassionate.



provides an accurate and safe clinical assessment of the fetal well-being. To this date there is no better tool in Obstetrics than an Obstetrics ultrasound to affirm the fetal well-being. Obstetric ultrasound scans are a routine component of contemporary ANC. Therefore, our Doctors routinely perform an Obstetrics ultrasound to assess the fetal wellbeing at every visit. In case your maximum three



#### **Does my bladder have to be full for the scan?**

No. Please empty your bladder every time you come for a scan, before you see the doctor.

antenatal Obstetrics ultrasound scans are depleted, it is advised that you are treated as a cash patient as the practice will not be compensated for the service (Obstetrics ultrasound scan) rendered.

**NB: Due to the time it may take to perform a 3/4 D scan; a co-payment of N\$ 400 will added to your bill.**



#### **Payment**

Our practice is contracted with all medical aids. However, due to the recent healthcare providers benefits cut we may ask you for a co-payment which varies depending on your medical aid group or plan. Therefore, speak to our receptionist upon arrival for more details regarding the co-payment. In case your medical aid benefits are depleted, you will be treated as a cash patient. Our receptionist routinely confirms your benefits prior to your consultation. For cash patients, you will be required to pay your account before leaving the practice.

For surgical procedures or childbirth (Normal and Caesarean Section) all payments are upfront before 36 weeks of gestation. Our doctors have no obligation to provide you with healthcare if there is an outstanding balance on your account. In case of an emergency delivery before 36 weeks of gestation, all fees are due and payable on the date of service. If you have a question regarding fees, please call our Accounts Department for assistance. If the healthcare service is provided over the weekend, the deposit can be transferred via EFT or payment can be made on the following Monday.



#### **Payment and Banking info**

Please ensure that all payments are made to the correct account, otherwise they may not register on our system. Kindly send Proof of payment to: [accounts@ob-gynpractice.com](mailto:accounts@ob-gynpractice.com)

#### **EFTs/ Cash deposits**

<b>Account Name:</b>	OB-GYN PRACTICE CC
<b>Account type:</b>	Current Account
<b>Bank:</b>	Standard Bank Namibia
<b>Branch Code:</b>	08-6872-00
<b>Universal branch code:</b>	08 7373 00
<b>Account Number:</b>	60005258463
<b>Bank Swift Code:</b>	SBNMNX

A speed-point® device is available at our practice for on POS transactions.

Visit our website for more information:  
[www.ob-gynpractice.com](http://www.ob-gynpractice.com)



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Kleine Kuppe, Windhoek.

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