



NETCARE  
hospitals

# Netcare Linkwood Hospital

Hospital Maternity Services



Providing YOU with the best and safest care.



NETCARE

**Thank you for choosing Netcare Linkwood Hospital.  
To make your experience and admission as smooth as possible, we urge you to read this document before your scheduled procedure and admission.**



## To do before admission

### Maternity benefit plan:

Register on the maternity benefits plan with your medical aid at about the 12th week of your pregnancy. Please confirm with your medical aid that your medical expenses are covered for birth and that the baby is also covered should neonatal care be required.

**Kindly note:** It is the patient's responsibility to obtain authorisation from medical aid for all procedures.







**You need to bring the following documentation to make a bed booking / online booking:**

- Medical scheme patients: medical aid card, your identification document, the principal member of the medical scheme's identification document and your pre-authorisation number.
- Private patients: your identification document, the person responsible for paying the account's identification document, proof of pre-payment or payment covering the estimated cost of hospitalisation.
- A parent or legal guardian must accompany a patient under 18. They will be required to provide written consent for anaesthesia and accept liability for the account.

**Please note:** The payment is no guarantee of a bed – availability of bed occupancy on time of admission. For online bookings follow the link below:  
<https://www.netcare.co.za/mynetcare-online>

## Maternity passport

Upon booking your bed, there is an R890.00 (non-refundable) fee for your “Maternity Passport” – obtainable at the reception in the main hospital.

It includes the following:

- Welcome pack
- 1 x live 4D Ultrasound: between 28-31 weeks
- Your first non-stress test (NST)
- Netcare baby bag containing samples
- Baby's 2-week follow up
- Newborn hearing screening
- First vaccination in hospital
- Assistance with registering your baby with Home Affairs

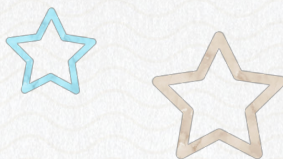


## 4D Scan

The best time to have your 4D scan is between 28 and 34 weeks. It is essential that you make an appointment timeously. The scans are done at Stork's Nest clinic, 94 16th Street, WhatsApp only: 0825245611. Do not forget to bring your maternity passport. You are welcome to bring along a DVD-R or a sealed USB to record the sonar.

## Hospital Tours

Hospital tours are available once a month. Please enquire with your doctor's rooms, the maternity staff or the unit manager for available dates. Please keep in mind that Maternity is unpredictable, and some facilities might not be available for viewing during your tour.





## What to bring with to hospital:

### For Mom:

- Pyjamas and clothing to wear on discharge (e.g., gown, shoes, and socks)
- Brush/comb, shampoo, hairdryer (if necessary)
- Sanitary towels and disposable panties
- Towel, facecloth, toiletries, toothbrush, and toothpaste
- Nipple cream, breastfeeding pads and breastfeeding bras
- Chronic medication
- Cellphone charger and double adapter
- Own pillows (if a specific type is preferred) and breastfeeding pillow (If necessary)
- Camera

### Documents:

- Black pen to complete forms, copy of ID for both parents and marriage certificate for the birth certificate application
- Please bring your Maternity Passport, identity document and blood group to the hospital

### For Baby:

- ± 6 baby grows/clothes sets and vests
- Receiving blankets x3
- Warm blanket
- Hats, socks and mittens
- Nappies, wipes and bum cream
- Surgical Spirits, cotton wool and cotton buds
- Baby wash, cream and towels



### What not to bring?

Remember that all clothing and towels could become stained with blood or body fluids, so bring older items or dark colours. We advise that electronic devices, jewellery, valuables, money and credit cards be left at home or be handed to a relative upon admission to the ward. Although we endeavour to prevent the loss of valuables, we cannot be held responsible for any losses that may occur during your stay with us. Firearms are not permitted.



## On the day of admission:

Please report to the reception desk upon entry to the hospital or the first-floor Maternity Ward reception desk. One of our staff will guide you on where to go, depending on your procedure and bed availability.

### Visiting hours:

Mom's partners are allowed to stay the whole day and sleep over. Partners can come and go as needed and receive a blue bracelet for this purpose. All other visitors can visit between 15:00-16:00 and/or 19:30-20:30. Two visitors are allowed entry at a time, there is a waiting area available on the ground floor. We encourage you and your visitors to wash your hands and use sanitiser to prevent the spread of infections.

No children under the age of 12 are allowed into the ward. Visiting hours are subject to change. Please enquire latest updates hours before admission.





### Patient privacy:

We respect the privacy of our patients and the confidentiality of their personal and medical information. No information on their admission to the hospital, condition or health status will be released over the telephone to strangers. Please advise your relatives and friends accordingly.

### Security:

In the interest of the safety and security of you and your baby, our hospital is monitored by electronic surveillance equipment. In addition, there are clearly identifiable security personnel throughout the hospital and the grounds. They are responsible for ensuring the safety and security of the hospital, our patients, visitors, doctors and personnel.

### Smoking:

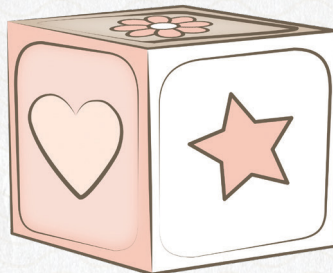
In accordance with SA Legislation, our hospital has adopted a clean-air policy. If you or your visitors wish to smoke, please do so within the designated smoking areas outside. If you need assistance or a wheelchair to go out, please let us know, and we will assist you.

### Wi-Fi:

To access Wi-Fi, please register on the NTC-Guest/patient Wi-Fi portal. You will receive a password that will connect you to the network. This process will need to be repeated every 24 hours. Feel free to ask for assistance if required.

### Television:

Your room has a built-in television with a selection of stations. The remote for the TV is built-in to your bedside remote that contains your call bell, volume and ON/OFF switch for the TV.





## The Nitty-Gritty:

### Rooming-in:

As a mother baby-friendly hospital, you are encouraged to room-in with your baby. This is a fantastic opportunity for new parents to bond with their baby; it eases your tension as baby is always right by your side and adds benefits to successful breastfeeding.

Should you wish to take a bath or leave your room, you are welcome to leave your baby in the care of the staff for a while. If you need any assistance with breastfeeding or take care of baby, please ring your bell, and we will come and assist you in the comfort of your room.

### Nursing rounds:

Nursing staff will come in to greet you with every shift change during their handover. In the interest of your and your baby's safety, the nursing staff will do rounds during the day and night to assess both of you, give medication and perform tasks as needed. Please understand this is to ensure your well-being and safety during our care.

Feel free to ask questions or raise concerns during these rounds, as our main aim is to make this experience as memorable and special as possible. We advise you to take the prescribed pain medication for the first two days as this keeps your pain under control and maintains your comfort after birth.

### Baths and hygiene:

Mothers who have given birth vaginally and have perineal stitches must have a salt bath three times a day to ensure wound healing. Swollen or bruised stitches will need cold therapy for the first eight hours. Please ask the nursing staff for assistance or if you require an ice pack.

Caesarean section mothers will be cleaned for the first 8 hours; after that, you will look after your hygiene. You will need to clean yourself and change your pad three to four times per day. If you are uncertain about your bleeding amount or smell, please refer to the nurses who will assess it for you.





### Mother's nutrition:

Our ward host will provide you with a pre-set menu, allowing you to choose your meals and snacks for the day. We can provide alternative dietary requirements as necessary or as prescribed by your doctor. Vegan, Halaal and Kosher meals are available on request.

We offer a balanced diet to optimise breastfeeding to all our mothers to aid digestion and reduce cramps in your newborns. We have a coffee and tea station in the ward for your convenience; please note it is only for parents/partners' use. We have a fridge available in the ward kitchen; please mark all items when placing them in the fridge.

Serving times: Breakfast is served at 08:00, lunch at 12:00 and dinner at 17:00. Tea is served early morning, mid-afternoon and late evening. A light snack is provided at night. Should you require another, please ask a staff member, and they will arrange accordingly.

### Mobilisation:

After your birth/surgery, it is very important that you start moving and walking. We will assist you with your first mobilisation after surgery and take you to the bathroom to refresh yourself. After that, please make sure you go for a short walk around the ward often to prevent any blood clots and assist with your circulation. The more you move, the less pain you will have. This will also help with bloating/gas and ease abdominal discomfort. We have physiotherapists that can assist you with mobilisation. Please request with our nursing staff.



### Birth process:

Your baby is taken to the over-head warmer to be weighed and measured by our staff at birth. Your baby will receive a Vitamin K injection to prevent bleeding disorders; this is standard practice internationally. During a caesarean section, the paediatrician is present at birth and does a physical examination. With a vaginal birth, the paediatrician will come to examine baby within 24 hours, unless there is a problem, in which case they will be called immediately.

Baby's blood glucose is tested as needed and as ordered by the paediatrician. The baby's temperature will be measured, and if it is below normal ranges, your baby will be placed in a closed incubator until they are warm enough. We will assist you with the first feeding to ensure you are comfortable. We will also place baby skin-to-skin with you to encourage breastfeeding and maintain temperature.



### Baby bathing:

Your baby will only be bathed on the second day. We will attend to the bath in your room to give you our undivided attention during this precious occasion. Feel free to take photos or ask questions; this is your opportunity to learn how to bath baby at home. We will also show you how to clean baby's umbilical cord.

### Baby feeds and nappies:

Please keep track of whenever you feed or change baby's nappy and inform the nurses when they are doing rounds with you. This helps us establish when your baby requires further feeds or if there are any concerns we need to discuss with the paediatrician. Remember to clean baby's nappy and umbilical cord with every feed. Babies cry when they are cold, uncomfortable, need attention, or hungry. Check for hunger first by putting them on the breast. If they are not settling, ring your bell so we can assist you.

### Breastfeeding information:

We encourage on-demand feeding of babies but do not let a baby go without a feed for longer than 4 hours at a time. Most babies feed every 3-4 hours. Please ring your bell if you need any help with breastfeeding or ask one of the staff members to assist you in the ward.

Most important is to learn from staff members and to start practising on your own so that you feel more confident and independent by the time you go home. We have lactation consultants available should you require additional assistance. The earlier and more frequently baby drinks, the more milk is produced and the better your milk supply in the following weeks. Breasts generally start to fill up between 24 and 48 hours. Baby will automatically go into the hungry phase, usually during the second or third night.







### **Suggested positions:**

- Baby's tummy against your tummy
- Baby's ear, shoulder and hip in a straight line
- Baby's nose and chin must touch your breast, lips curling out around your breast with the nipple and areola in the baby's mouth

### **Sore nipples:**

- Prevent by applying colostrum and or lanolin-based nipple cream before and after a feed
- If nipples are sore, latching is usually incorrect
- Tender nipples are normal during the first few days, but they should not be cracking

### **How do I know baby is getting enough?**

- Sleeping well in between feeds
- Wet/dirty nappies



### **Not enough milk:**

- Drink more water and eat frequent healthy meals and nutritious snacks
- Continue drinking pregnancy multi-vitamins to boost your recovery
- Rest when the baby is sleeping
- Doctor can prescribe some medication to assist with milk production if needed



### Circumcision:

If you would like your baby circumcised, please advise both your paediatrician and nursing staff, who will provide you with more information and give you the contact details of doctors who can assist. The care will be explained and demonstrated to you by the doctor. Not all medical aids will pay for this procedure, and you may be responsible for paying the doctor directly. Please enquire accordingly.

### Phototherapy for Jaundice:

Physiological Jaundice can appear and does not necessarily mean your baby is sick. An immature liver causes Jaundice, which means the liver is not able to break down excess red blood cells. Other possible causes of Jaundice, although less common, are blood group incompatibility or Rh-negative mothers whose babies' developed antibodies.

Babies need to be fed every three hours while receiving phototherapy, and it might be necessary to give your baby formula in addition to breastfeeding to prevent dehydration. Babies are only removed from the lights during feeds and will remain under the lights for 24 hours. Jaundice tests are done by the laboratories as arranged by your paediatrician. A blood test is done via a prick on the baby's heel. Should you have any more questions regarding this, please do not hesitate to ask your nurse or paediatrician.

### Neonatal ICU babies:

Your baby is in very good hands with our neonatal ICU staff. Your baby will need your nutritional breastmilk with antibodies, which is where we will assist you. We have electric breast pumps in the maternity ward. They are simple to use, and similar pumps are also available in the Neonatal Unit. Attachment sets and hand pumps are available at our Hospital Pharmacy. Initially, when you begin to express, you may only get between 2-8ml, but do not get discouraged. This is normal and will be sufficient for at least one feed in some instances. Ensure that the milk you express is labelled with your surname, date and time that it has been expressed. This will be taken to the Neonatal Unit.







### Immunisation:

Your baby needs to receive their BCG immunisation within ten days of birth. We offer the BCG vaccine in hospital – you will receive your baby's immunisation card along with it. The injection site on baby's arm might be red or create what looks like a pimple. Please do not scratch or press it or put on any ointments. This is a normal response and will clear within a few weeks. Polio vaccine stock remains a struggle to obtain, and we will administer it pending availability. Polio is included in the six weeks vaccination injection and ensures coverage for Polio.

It is important that you visit a nearby Baby Clinic or your paediatrician's baby clinic within two weeks of discharge for weighing. Please enquire with the clinic about Polio drops if your baby did not receive them at birth. In the first six weeks, you can go for weekly weighing to make sure baby is well and growing as they should. The next vaccines are at 6/8 weeks, depending on your chosen regime. Your paediatrician or baby clinic can further advise on available regimes.

### Birth certificates:

Birth registration assistance from the Department of Home Affairs is available at the hospital (ground floor) on Tuesdays and Thursdays, usually between 13:00 and 14:00. Bring copies of both parent IDs and/or passport documents and a marriage certificate, if applicable. You will be required to hand in the documentation to the Home Affairs official, who will process the documents and inform you of further steps and collection arrangements.

You have 30 days to register the birth and might have to come back to the hospital to do it if there are public holidays or if the birth was over a weekend. Registration of babies is the parent's responsibility, and we ask you to have patience and realise the nursing staff is not responsible for the registration process.

### Registration of baby for medical aid patients:

It is crucial to ensure the successful registration of your baby on your medical aid. Medical aids require that you register your baby with your scheme within 30 days of birth.





## Discharge:

It is home time, YAY! Your obstetrician will decide on your discharge, and the paediatrician will decide on the discharge of your baby/babies. The nursing staff are informed and will commence discharge procedures and paperwork. Your prescription will be electronically sent to the pharmacy, please send your partner to collect your medication. Remember to take all items belonging to your baby from the crib and all your belongings from the room and bathroom. Upon leaving, we will take a photo of you with your baby as a security measure and you will be required to "sign out" your baby.

**Please note:** It is mandatory to provide a car seat for your baby to travel home in. We will accompany you to the car with your baby in the hospital crib and assist you in securing baby in the car seat. Alternatively, you can bring the seat up, and we can assist you in placing baby in their seat. **No babies to be carried down to the car upon discharge.**

## At home:

### For vaginal births:

- Ensure to keep the stitches dry and clean
- Use salt baths 3 x daily until stitches have dissolved
- Add a handful of course salt to a warm bath or prepare the mixture in a squeeze bottle and use that to rinse the area
- Take pain medication as prescribed
- Contact your doctor if you have an offensive discharge or are concerned about the healing of the wound

### For caesarean section births:

- Your doctor will change your wound dressing on the day of discharge. Manage your wound as your doctor prescribed
- Keep it clean and dry. Take showers with your back to the water
- Take pain medication as prescribed
- If you notice a change in colour, odour or bleeding, please contact your doctor

### Vaginal bleeding:

This can continue for up to 6 weeks after the birth of your baby. The amount of bleeding should reduce, and the colour will become lighter. It will start as heavy and dark red blood and continue to lighten to a pink/brown colour. If at any time your bleeding starts to increase, becomes bright red, you start to pass big clots, or you notice any change in odour, please contact your doctor.

### Breast care:

- Wear a supportive bra day and night
- Remember to use your nipple cream after each feed (check the packaging for instructions; if it needs to be washed off before feeding)
- If your breasts start to feel tender to the touch and a bit swollen, place cabbage in the freezer to use the leaves as a cold pack inside your bra
- You can gently massage lumps under hot water in the shower; this will give some relief







### Body and Exercise:

- Eat a well-balanced diet; this is essential for your energy and breastfeeding. Avoid foods that generally give you cramps or bloats you, as this will most likely have the same effect on baby. Drink at least 2 litres of water daily and enjoy rooibos tea as it has benefits for breastmilk production
- Continue to use your pregnancy vitamins whilst breastfeeding
- Rest when possible and try to sleep when baby sleeps. Sleep gives your body and mind time to recharge
- If you start to feel down or that you are not coping, this is normal. Speak to your partner and ask for assistance. Remember, you are an amazing woman who has just gone through one of the biggest events of your life. Do not put too much pressure on yourself, be kind to yourself. If you feel this is getting worse, please contact your doctor
- Try to go back to your normal routine within your body's limits. If it hurts to do something, STOP. Try to do a few short walks every day. This will improve your circulation and reduce your wound pain
- Your legs and feet can be swollen for up to 2 weeks. This is extra fluid that your body accumulated during pregnancy and will reduce in time
- Make a follow-up appointment with your doctor for 6 weeks. At this visit, they will make sure that you are healthy and discuss contraception with you

### Baby care:

Baby should breastfeed/bottle feed on demand, that means whenever they want and for how long they want. If you struggle with feedings at any time or with a sleepy baby, please call your paediatrician immediately. If you need extra assistance with breastfeeding, please enquire about a lactation consultant. Make sure you have baby's immunisation card when you leave the hospital. Make a follow-up appointment with your paediatrician's rooms as per their discharge request. They will check baby's growth, feeding and ensure baby is healthy.

## Patient Feedback:

We value feedback from our patients and their loved ones, as this enables us to keep in touch with our patient's needs and expectations and to improve the quality of our care. You will receive a survey via email once you are home. Please help us by completing it.

## Support at home or in hospital:

Our nursing staff are here for you. Please ask for assistance or information if you need any. Should you have queries, please ask the nursing staff or the unit manager.

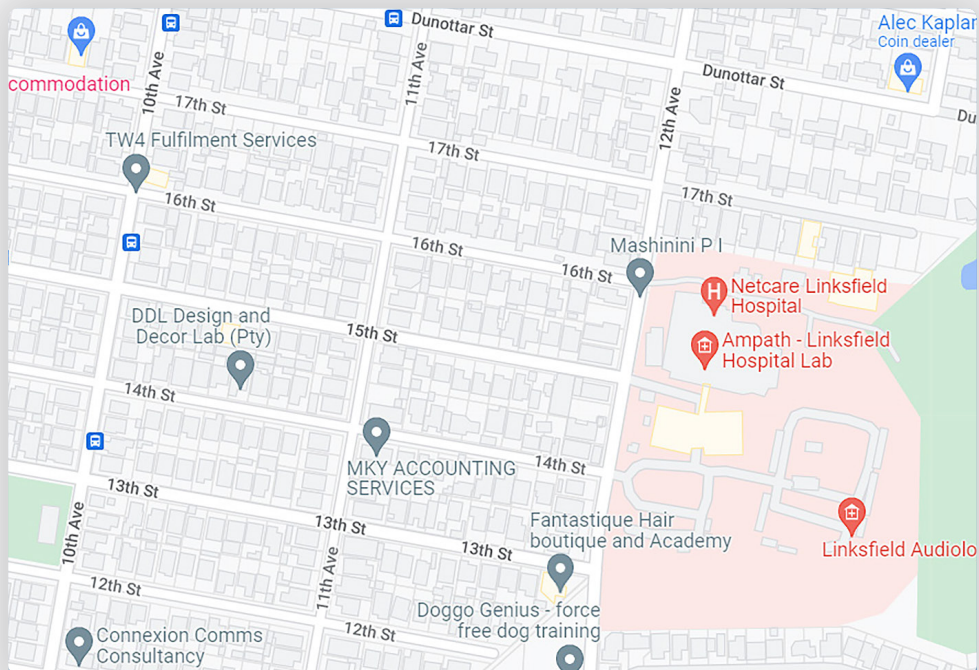
**"Best wishes and congratulations on this new edition to your family.  
We hope you enjoyed your stay with us."**

Netcare Linkwood Maternity staff members









## Netcare Linkwood Hospital

### GPS Co-ordinates

-26.159771 28.095474

### Telephone Number

+27 (0) 11 485 3250

### Address

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