



Maternity Ward - Information letter

Dear Expectant Parent/s,

Congratulations on your pregnancy and welcome to our Maternity Ward!

We are so excited to be part of your journey and look forward in assisting you to make this a joyful experience. Please read through the following important information and feel free to ask us if you have any questions.

Online Bed bookings: <https://www.raslouwhospital.com/pre-admissions>

Kindly contact our reception for any queries relating to bed booking fees or private tariffs

<https://www.raslouwhospital.com/contact-3> Email: info@raslouwph.co.za

Antenatal class registration:

Our antenatal classes are included in the booking fee with the baby bag and presented on the FIRST Saturday of every month at 09:00 at RPH hospital. Once registered, you will receive a confirmation email, one week in advance to confirm attendance for you and your partner. Registration is essential.

Please scan this QR code for antenatal class registration.



Please ensure that you have collected your baby bag from the maternity ward also upon payment of bed booking fee.

**PLEASE ENQUIRE AT RECEPTION ABOUT THE BED BOOKING FEE BEFORE COLLECTING
THE BAG AND BOOKING THE ANTENATAL CLASS**

PLEASE BRING ALONG THE FOLLOWING

MOTHER BAG



- Mother's Pyjamas (preferably front buttoned) & gown, slippers for 4 days
- Mother's toiletries, nipple cream
- Disposable panties x3
- Black pen to complete documents
- Maternity pads x2 packs
- Linen savers x5
- Cell phone charger
- Breast pads and comfortable bras
- Clothes to wear on Discharge
- Any routine/chronic medication

BABY BAG

- Baby nappies x20
- Surgical spirits
- Baby toiletries: bum cream, epimax baby & junior cream/lotion
- Receiving blankets x2
- Baby clothes (vest, baby grow, socks, beanie) x5 sets

Visiting hours:

Please take care of your belongings and cell phones especially during visiting hours.

During labour we encourage you to always have a support person until 2 hours after your baby is born. When the baby is born, we encourage partners to support new mothers throughout the day, partners/support person can stay in the ward from 06:00 till 22h00.

Please note that we do not allow partners/fathers to sleep over in the ward.

Partners are welcome to help themselves to coffee and tea at the "Coffee Corner" in the ward.

Visiting hours for siblings and grandparents are from 10:00 -11:00; 15:00 -16:00 and from 19:15 - 20:15; only two visitors are allowed for noise and infection control.

You are welcome to connect to our open **Wi-Fi @ RPH-Guest**. Please ask our nursing staff for the password. **PASSWORD = Mar2025!**



PLACENTA MUST BE TAKEN HOME BEFORE DISCHARGE WITHIN 24 HOURS

HOME AFFAIRS comes every Tuesday and Thursday from 11h30 to assist with the registration of birth of your baby. Please ask the staff for the documents and for more information. You will need copies of your ID and marriage certificate.

BABIES HAVE TO BE REGISTERED ON THE MEDICAL AID WITHIN 30 DAYS

Mother and Baby Friendly Hospital:

We pride ourselves in being a mother and baby friendly hospital, promoting skin to skin, breast feeding, and we therefor encourage rooming in with your baby.

We also recognize your need to get enough sleep and agree that it can be tempting to send your baby to the nursery to get some rest. However, research shows that you are just as likely to get the same amount of rest with your baby in the room.

Having your baby with you right from the beginning is shown to be the best way for you and your baby to rest and establish a routine, improve bonding, breastfeeding, and milk production. Please ask our staff about the benefits of breastfeeding, rooming in and skin to skin. We also encourage the fathers to practise skin to skin with their newborn baby.

Baby safety:

Babies should always be transported in their cribs and not carried in your arms while walking.

Do not leave your baby unattended on the bed or let him/her lie on a pillow due to the risk of falling.

Babies should stay with their parents in the room as much as possible and only taken to the nursery when procedures are due. Please do not remove the ID band on your baby's legs.

We aim to always keep your baby safe and therefore we urge you to please ask visitors to adhere to visiting hours.



Disposing of waste:

You will notice that there is a medical waste dustbin in your bathroom. Please discard all sanitary and maternity pads, NAPPIES and linen savers in it. paper towels can be discarded in the general waste bin. Please do not flush any pads, wet wipes, cotton wool or paper towels down the drains, as it will cause blockages.

Ward routine:

Doctors' rounds are not time specific and can be anytime throughout the day.

The WHO recommend bathing babies only after 24 hours of life, a demonstration bath will be done on day 2 of life where you will be shown how to bathe your baby.

You can expect the following routine throughout the day:

05h00 – Tea and Coffee with a rusk.

05h30 – Assistance with mobilization to bathroom and bed linen change.

06h00 - Observations on Mother and Baby, Medication.

06h45 – Nursing staff greeting and introduction.

08h00 – Breakfast, Hygiene and Bedmaking.

10h00 – Tea and Coffee, Observations on Mother and Baby, Medication.

Grandparents viewing at the Nursery.

12h00 – Lunch.

14h00 – Observations on Mother and Baby, Medication.

15h00 – Tea and Coffee.

17h00 – Supper.

18h00 - Observations on Mother and Baby, Medication.

22h00 - Observations on Mother and Baby, Medication.

02h00 – Medication.

Discharge information:



Upon discharge, the baby will be pushed in the crib to your car, by the maternity nurse for safety reasons. It is strongly advised that the baby travels in a car seat with the parents, if no car seat is available, the hospital cannot be held liable for any accidents or injuries.

Baby clinic:

Please ensure that you have made your free 10 day follow up appointment at the Baby clinic

Operating hours are every Monday from 07:00 – 15:30 in Room 113 - strictly by appointment

Contact nr: 012 881 9733 email: sessionalrooms@raslouwph.co.za

Compliments/Complaints procedure:

We would like to hear about any compliments you have and suggestions, kindly complete the patient satisfaction survey on discharge.

We would also like to attend to any concerns or complaints during your stay. Therefor please ask to speak to Sr Izel Botha, Unit Manager for the Maternity Ward as soon as you experience any concerns. maternityum@raslouwph.co.za

Alternatively, if you wish to make a comment, suggestion, complaint, or compliment on any aspect of the services provided by RPH, please feel free to send email to clo@raslouwph.co.za or contact the marketing department on 012 881 9711.

Please complete the survey below upon discharge to rate our service

