



# HOW TO ASSIST YOUR FAMILY MEMBER WHEN THEY ARE ACUTELY ILL AND NEED HOSPITALISATION



When the office is closed or it is a holiday and you need assistance - here is a step-by-step procedure to follow:



If the learning partner is having a psychotic episode, the family member should contact / go to the nearest police station and request assistance in escorting the learning partner to the nearest hospital (*Dora Nginza / Livingstone*) – you can point out that the Mental Health Care Act highlights that it is the role of SAPS. Keep in mind that the family member should be present during the police escort .



If you are unable to go to the police station, call **10111** and state the urgency of the matter. Please ask for the reference number for follow up purposes.

Once escorted to the nearest hospital the family member should wait with the learning partner whilst undergoing the admission process. Please ensure you as the family member give the correct contact details. This will help for updates on the learning partner's condition and if he / she is being discharged.



One of the doctors at Casualty needs to assess his/her condition to rule out any physical cause for their symptoms – after this they will determine the need to admit to a 72hr unit / treat and discharge.



The process can be time consuming – pack something to eat and drink and try to be calm, rational and patient.



Our services are available during office hours from Monday to Thursday from 8am to 16h00 and Fridays from 8am to 13h00. You are welcome to call during office hours (041 3650502) and ask to speak to a social worker.

**ALWAYS KEEP IN MIND THAT DURING A PSYCHOTIC EPISODE IT'S NOT YOUR LOVED ONE THAT IS ACTING OUT RATHER IT'S THE ILLNESS!**

