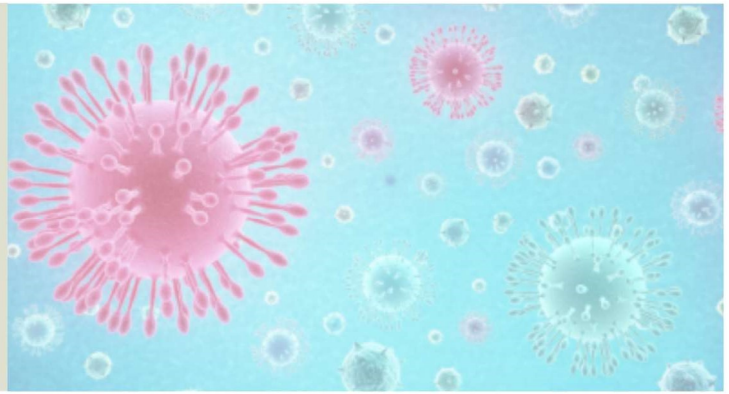




# (COVID-19). CORONA VIRUS



## Practice safe social distancing at Hospital Privado and other Healthcare providers

### Notice from Hospital Privado

*"In light of COVID -19 please note that as of 1 April 2020 we will only see members that come in with a preapproved form from a funder. We will not allow the members to sit in the hospital and wait for authorisations.*

*We are restricting visitors to 1 per patient per day and only one visit is allowed. In case of emergencies we will see your members but we will not allow the public to wait inside, only scheduled pre-approved visits will be allowed.*

*These are difficult times and we need to take measures to safeguard all"*

*– Ruben Naidoo, Director de Operações, Hospital Privado*

### Notice from Mediplus

In line with best practice on social distancing, healthcare facilities will manage access to public waiting areas and the number of patients allowed in these areas. Congested healthcare facilities may no longer be able to confirm benefits on behalf of Mediplus members.

To assist our members in shortening the time waiting at healthcare facilities and to limit contact with other people, please obtain your confirmation of benefits number through one of the following:

- Phone our 24-hour call centre (21 41 7933/5/8/ 82 124/ 82 124).
- Send and email to [callcenter@mediplussa.com](mailto:callcenter@mediplussa.com) and provide us with the name of the service provider, date of service, type of service required and estimated amount.

Kind regards,

Mediplus Team

