



# (COVID-19). CORONA VIRUS



## Dear Members and Partners

### We stand together in our fight against COVID-19

The global COVID-19 outbreak made us join forces to protect the wellbeing and health of our employees, clients, families and community members.

### How do we cover COVID-19?

There is a worldwide appeal to utilize medical equipment wisely and to lessen the strain on the health care facilities. In an effort to prevent panic testing and unnecessary utilization of testing kits certain processes and protocols has been put into place by Government and all roll players.

Mediplus do cover COVID-19 tests, if the correct process was followed and the test was done by the government appointed facility on request by a relevant healthcare specialist, as listed in a previous correspondence.

Diagnostic tests and treatment out of hospital will be covered from the available day-to-day benefits. In-hospital benefits will be covered and is subjected to normal clinical protocols and the rules of Mediplus.

### Who do I contact if I suspect to have been exposed or are displaying symptoms?

Do not visit a healthcare provider should you suspect to be exposed to, or are displaying symptoms similar to those described as COVID-19 infection. We need to contain distribution of the virus. The first step is to self-isolate. The next step is to contact a healthcare provider in your province, contact list attached for easy reference.

The healthcare provider will assist you with advice and an initial telephonic consultation. Should the healthcare professional deem it necessary for you to be tested, they will organize a controlled consultation in order to perform the test, or give you proper directions as to the next step.

Hospital Privado dedicated a specific COVID-19 hotline, 84211, this is a Vodacom line. Should any of our other service providers dedicate similar hotlines, Mediplus will as a priority provide our members with the detail.

### Emergency Evacuation

No COVID-19 confirmed case can move from one province to another, or even between suburbs. Should you test positive you will not be evacuated from the northern parts of Mozambique to Maputo nor will you be evacuated to South Africa. The member is to use the local facilities in his or her area and/ or self-isolate immediately.

Locally Vida Plus will assist in the transportation of COVID-19 cases to the closest Government approved facilities.



The procedure for non-COVID-19 air and road evacuations to South Africa is as follows:

1. A full medical report from the treating doctor is required.
2. Authorization from SA Ports Authorities are required.
3. As all visas entering SA has been cancelled, patients must apply for a Visa from the local Embassy.
4. Prior to allowing an evacuation, a receiving doctor and receiving hospital in SA must be confirmed.

Steps 1, 2 and 3 could take up to 24 hours or more, but step 4 might be a challenge as hospitals in South Africa has been given the directive to implement strict protocols and keep beds ready for the expected high volume of national cases that would need hospitalization.

### **Are we open for business?**

Yes, we are open for business, but request our providers and members to communicate with us through the available electronic platforms such as our website, mobile application, telephone calls and emails. In order to practise social distancing, we appeal to our members, service providers and our Corporate Clients to withhold personal contact and to not visit our offices or schedule on-site visits.

Mediplus has made the decision to allow our work force to work from home. Our offices will therefore be closed to the public from 2020-03-30. We would like to assure you that all of our processes have been changed and improved to allow effective continuation of business as usual, but without personal contact.

Our 24-hour call-centre, contact numbers and email addresses remains unchanged and fully functional

### **Non-essential medical procedures**

In order to relieve the pressure on medical service providers and to ensure the delivery of essential services to those in need, we strongly advise our members not to undergo any non-essential medical procedures. It may also reduce the chances of being exposed to the virus.

### **Mozambican Healthcare System initiatives**

It is understandable that clinics will implement certain protocol at their facilities in order to protect their staff and other patients from exposure as effectively as possible.

Hospital Privado has informed all healthcare funders of the following:

*"In light of COVID -19 please note that as of 1 April 2020 we will only see members that come in with a pre-approved 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**

In order to accommodate our members in obtaining authorization prior to scheduling a visit to our service providers, please find attached our contact details, not only for obtaining pre-authorization and confirmation of benefits, but also all relevant departments towards which you need to pose a query.

Mediplus Team

