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To Whom It May Concern

MAKOTI MEDICAL SCHEME: COVID-19 (CORONA VIRUS)

COVID-19, also known as the Corona Virus, was declared a pandemic by the World Health Organisation.

In South Africa President Ramaphosa has declared a State of Emergency and has called on us all to take all steps necessary to help contain and take measures to reduce the impact on the population and the country.

The Council For Medical Schemes (CMS), the body responsible for oversight of medical schemes in South Africa, has issued various notices on how schemes should react to the outbreak of the virus, the latest which states that:

“All testing for the Corona Virus should be referred to State laboratories and not private laboratories, as advised by the Department of Health” which is important for member to be aware of.

Members who develop symptoms of respiratory disease, such as coughs, fever and shortness of breath, must contact the National Institute for Communicable Diseases (NICD) on the number below or the Department of Health Corona Virus Hotline number **080 002 9999** as they are best prepared to deal with all such cases.

The NICD or Department of Health will ask the patient to complete a questionnaire. If the criteria are met, they will send a person to your home to test with a swab and the results will be available within 24 hours. They will then advise the patient on what steps to take.

The NICD helpline no: **0800 029 999**.

The diagnosis and management of uncomplicated COVID-19 is not included in the Prescribed Minimum Benefits (PMBs), however as this is similar to the treatment of the common cold, it does mean that where a member consults with his GP the Scheme would pay.

Complications as a result of COVID-19 such as Pneumonia, Bronchitis, and respiratory and multi-organ failure, which are all PMBs, will be covered in full. Schemes are required by the Medical Schemes Act to pay for the diagnosis, treatment and care costs for these conditions.

Makoti Medical Scheme will adhere to the directive from CMS as per the above and policy directives from the National Department of Health.

To prevent the spread of the Corona Virus infection as per the recommendation of the World Health Organisation (WHO) and NICD, recommends following good practice of hand hygiene (washing hands with soap and water), cough etiquette, avoiding contact with animals when in high risk countries and adhering to the following is advised:



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- Avoid contact with people suffering from acute respiratory infections;
- Frequent handwashing, especially after direct contact with ill people or their environment;
- Avoid visiting markets where animals are sold;
- Sick persons should rather remain at home;
- Maintain social distancing and
- Attend only business or critical personal meetings

High risk individuals with conditions such as Diabetes Mellitus, Asthma, Cancer, HIV, respiratory and other lung conditions as well as immunosuppressive conditions should strictly adhere to their medication and treatment programs.

Should you require further information or assistance, please contact Enabledmed on 0860 00 24 00.

Kind regards

A handwritten signature in black ink, appearing to read 'Ramogale Hendrick Makgoela', with the initials 'pp' and 'melh' written below it.

RAMOGALE HENDRICK MAKGOPELA
Principal Officer