ORACLEMED HEALTH

COVID-19

AN UPDATE FROM ORACLEMED HEALTH

Providing Flexible International Health Insurance Products across the African Continent.

Our Service:

Is OracleMed Health fully operational?

Globally, the COVID-19 pandemic is impacting society on many levels. As OracleMed Health, our greatest priority is the wellbeing, health and safety of our staff, clients and stakeholders. At the same time, we remain committed to providing uninterrupted service to our clients.

At this point, there are no suspected or reported cases of COVID-19 amongst OracleMed Health staff. We have taken precautionary measures and our staff are now either working from home or at our office.

OracleMed Health team is able to operate remotely. Our offices, together with our switchboard and all client-facing staff including claims and authorisation staff will be contactable through the usual channels.

OracleMed Health Cover and Policies:

Does the policy cover a person who is tested positive?

Should a member be tested positive for the COVID-19 virus, but the symptoms are not severe enough to require admission to hospital, they should follow the advice of their doctor or clinic to self-isolate.

If the member requires admission to hospital, the benefits, policy conditions and processes remain the same, with OracleMed Health covering the costs of the hospitalisation.

Each national health ministry will implement specific public health procedures and protocols to manage suspected or confirmed cases of COVID-19. This usually means that suspected cases must be reported to the Health Authorities of that specific country. Testing and treatment will be done at the designated laboratories and healthcare facilities trained to support the outbreak.

Does the policy cover the return of a person to his home country when there is an outbreak of the virus in the country, they are currently resident?

The policy covers the medical costs related to the admission to hospital should a person be diagnosed with the virus and the symptoms are such to require being hospitalised. The policy does not cover the cost of travel for persons who are asymptomatic and wishing to leave an infected area.

What is the procedure should a member require an Air Ambulance evacuation from a country in Africa to South Africa?

(A) For **non COVID-19** cases:

- Services such as cross -border emergency medical evacuations will be impacted by the local government response and related travel restrictions in both the departing and receiving countries.

- Before an evacuation, the member will be checked to assess the risk of infection.

- If there is no risk or travel restrictions in place, the evacuation will continue as per the air ambulance service provider protocol and conforming to the respective country regulations.

- The approval pathway will take approximately 2 to 5 hours. Any complex cases that require to be escalated to additional Authorities for approval can take longer

- Emergency flights into South Africa will require permission from various authorities i.e. Port Health , DIRCO and the National Institute for Communicable Diseases (NICD).

- Each evacuation will be treated on a case by case basis.

OracleMed Health Cover and Policies:

(B) For **known confirmed** or probable cases of COVID-19, Port Health and the NICD may refuse access to South Africa regardless of nationality. This will be on a case by case basis.

As at 31 July 2020, the above procedures remain in place. With the situation being so fluid, these procedures may require adjusting to comply with any restrictions that may be introduced at short notice by the Authorities.

" Your health is our priority and OracleMed Health is committed to advise and assist with information regarding the COVID-19. Please do not hesitate to contact us "

- David van der Knaap
Chief Executive Officer, OracleMed

Tips for preventing COVID-19 from the World Health Organisation (WHO):

Wash your hands

Wash your hands with soap and running water when hands are visibly dirty

If your hands are not visibly dirty, frequently clean them by using alcohol-based hand rub or soap and water

World Health Organization

Protect yourself and others from getting sick
Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste

World Health Organization

Protect others from getting sick

When coughing and sneezing cover mouth and nose with flexed elbow or tissue

Throw tissue into closed bin immediately after use

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick

World Health Organization

Protect others from getting sick

Avoid close contact when you are experiencing cough and fever

Avoid spitting in public

If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider

World Health Organization

"A good way to reduce the spread of disease is for everyone to adopt similar behaviors, such as wearing a mask when you're feeling ill."

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →

Clean your hands before touching the mask

Inspect the mask for damage or if dirty

Adjust the mask to your face without leaving gaps on the sides

Cover your mouth, nose, and chin

Avoid touching the mask

Clean your hands before removing the mask

Remove the mask by the straps behind the ears or head

Pull the mask away from your face

Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it

Remove the mask by the straps when taking it out of the bag

Wash the mask in soap or detergent, preferably with hot water, at least once a day

Clean your hands after removing the mask

Don'ts →

Do not use a mask that looks damaged

Do not wear a loose mask

Do not wear the mask under the nose

Do not remove the mask where there are people within 1 metre

Do not use a mask that is difficult to breathe through

Do not wear a dirty or wet mask

Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

World Health Organization

A MESSAGE FROM OUR CHIEF OPERATIONS OFFICER:

" Don't fear the virus, fear spreading the virus" Please follow simple infection prevention practices and follow the National protocols in the country that you reside. "

- Pat Hainsworth
Chief Operations Officer, OracleMed

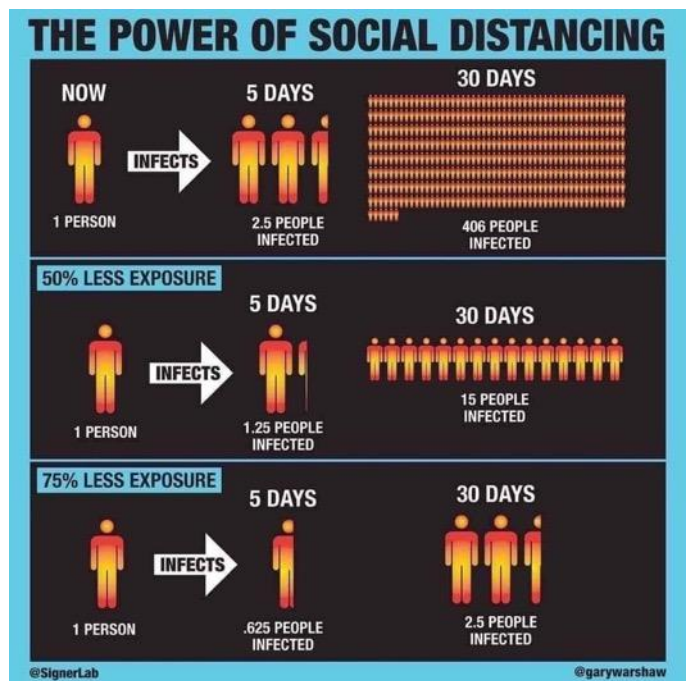# Practice Social Distancing

What is Social Distancing?

Social distancing measures are steps you can take to reduce social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

Steps include:

- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- Avoid non-essential use of public transport when possible
- Work from home, where possible.
- Avoid large and small gatherings in public spaces,
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media

Maintain Social Distancing:

Maintain at least 2 metre (7 feet) distance between yourself and anyone who is coughing or sneezing.

Updated information is available at:

- http://www.nicd.ac.za/
- http://www.nicd.ac.za/wp-content/uploads/2020/02/Is-South-Africa-prepared-for-the-coronavirus.mp4
- https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/
- https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6
- https://www.cdc.gov/coronavirus/2019-ncov/index.html

The information has been compiled by OracleMed Health for information purposes only.

We wish everyone good health and safety as we all battle this pandemic.

Contact us today:

24hr Emergency Call Centre: **+27 11 259 5075**

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