

PULA Covid-19 Emergency Evacuation and Support for Members.

Pula Medical Aid Fund in partnership with Emergency Assist 991 (EA991), provides emergency evacuation and support for Covid-19 Positive Members requiring emergency evacuations for hospitalization. Additionally, as part of the emergency service, the Covid-19 Positive members will be provided with pulse oximeters and education on the device as and when there is a need. This emergency service is provided at no cost to PULA Members, as part of the Fund's commitment of being there for members in times of great need.



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The dedicated helplines for all Covid-19 related emergencies and enquiries are

+267 73004020 +267 73004017

The helplines are available 24hrs on both call and WhatsApp Service with a dedicated agent managing the lines at all times 7 days a week.

Flow chart for Covid-19 Patients Hospitalizations is as follows:

Caller

Call Center

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Requesting for ambulance to transport covid patient to hospital Dispatch ambulance.

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Call Center

The agents will do daily confirmation with the Hospitals to ensure and have knowledge of bed space availability. Once space is open and a Member needs Hospitalization the Member will be transported to the said Hospital.

Please note if the patient is in a serious condition with a constant Saturation of less than 90% this patient needs a hospital where he should be monitored and on 100% oxygen. Treatment will be according the physician.

Paramedics

The paramedics will explain and show the member how the pulse oximeter work and what to look for regarding his/her saturations. Daily checkup will be done by the Paramedics, monitoring the Patient until a bed is available. Emergency Assist 991 can provide an oxygen concentrator if need be or the Patient is in desperate need of additional Oxygen with no bed space availability or until the Patient is admitted.

Paramedics

On scene, all Covid 19 protocols followed, assess patient, reassure patient and family. If the patient has an Oxygen saturation of less than 90%, this patient will be taken to hospital for stabilization upon confirming availability of bed space

Call Center Agents

If the patient has been stabilized, and no beds are available the call center will keep on looking with facilities on availability of beds. If beds are not available the patient will be kept home and will be provided with a pulse oximeter and will be monitored closely by Emergency Assist 991 call center and Paramedics.



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