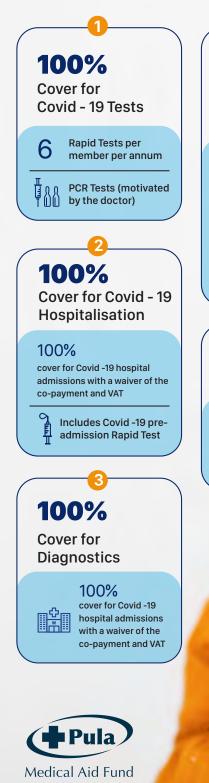


COVID-19 CARE & SUPPORT

COMPREHENSIVE COVID - 19 CARE

COVID-19 INTERVENTIONS TO SUPPORT MEMBERS



100%

Cover for Covid - 19 Emergency Medical Evacuations

৫⁻⁻ 24HRS

Access to Covid -19 support through dedicated Call Centre

EA991 has the largest network across the country

100% Cover for Medicines

100% Cover for Medicines
100% cover for prescribed supplements
100% cover for flu vaccine

INTRODUCING COVID - 19 CARE@HOME

THE PROCESS

Member contacts

at home

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Covid -19 support Call Centre **Toll free: 991** Call:73004020/73004017 Call Centre Agent registers the patient

Call Centre

patient to a

the locality

Agent links the

participating GP

(or own GP) in

If case is deemed very serious, EA991 crew is dispatched to do preliminary vital checks whilst looking for a hospital bed or GP's visit

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Patient will be provided with an oxygen concentrator where deemed necessary





Patient shall be guided on the use of the devices (oximeter & concentrator) and the trigger points to observe and actions to take by paramedics A relative or caretaker may collect the prescribed medicines and supplements on behalf of the

Agent to call the patient after recovery for feedback and service

evaluation

patient from pharmacies

Members can look forward to the introduction of VirtualCare (a virtually enabled consultation via a mobile App that is downloadable from Google App Stores - details to follow)

Patient will be provided with a pulse

oximeter to monitor oxygen levels

The GP either visits the patient at

clinic by EA991 for consultation

home or the patient is brought to the

Member tests Positive for Covid -19

and is symptomatic and/or feels sick

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.

Call Center

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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

Requesting for ambulance to transport covid patient to hospital

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.

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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.

Dispatch ambulance.

Receiving the information and location of

member, confirming membership Status.

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

> CC CC

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.





GABORONE BRANCH Plot 61918 Showgrounds Office Park P.O. Box 1212 Gaborone, Botswana

Sales and Marketing (+267) 3650585/504 Email: marketing@afa.co.bw Call Center: (+267) 365 0555

Pre-Authorizations

(+267) 365 0574 Email: casemanagement@afa.co.bw or clientservices@afa.co.bw

FRANCISTOWN BRANCH

Plot 32397, Office 26, Sunshine Plaza Francistown (+267) 241 2290/ 2390

- 🎔 @PulaMedicalAid
- f Pula Medical Aid Fund
- Pula Medical Aid Fund www.pulamed.co.bw