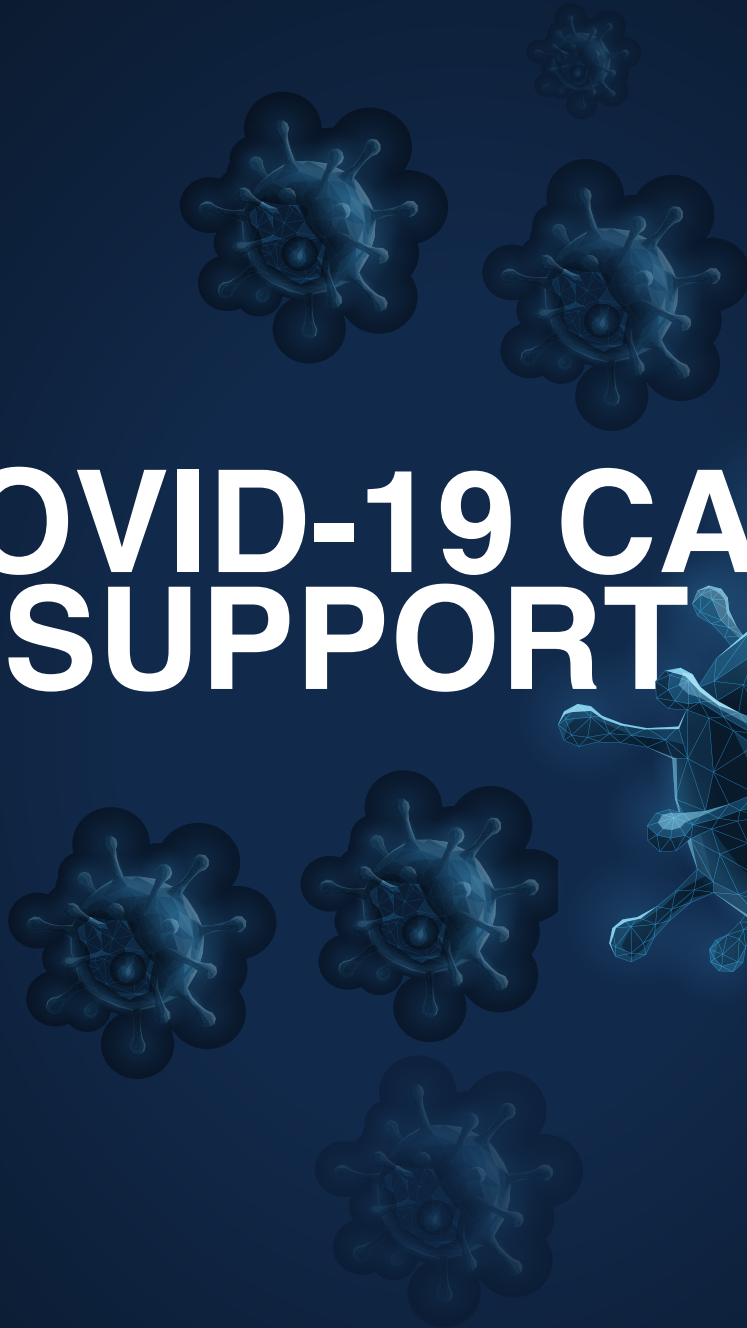


COVID-19 CARE & SUPPORT



COMPREHENSIVE COVID - 19 CARE

COVID-19 INTERVENTIONS TO SUPPORT MEMBERS

1

100%

Cover for Covid - 19 Tests

6

Rapid Tests per member per annum



PCR Tests (motivated by the doctor)

2

100%

Cover for Covid - 19 Hospitalisation

100%

cover for Covid -19 hospital admissions with a waiver of the co-payment and VAT



Includes Covid -19 pre-admission Rapid Test

3

100%

Cover for Diagnostics



100% cover for Covid -19 hospital admissions with a waiver of the co-payment and VAT

4

100%

Cover for Covid - 19 Emergency Medical Evacuations



24HRS

Access to Covid -19 support through dedicated Call Centre

EA991

has the largest network across the country

5

100%

Cover for Medicines



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



Medical Aid Fund



INTRODUCING COVID - 19 CARE@HOME

THE PROCESS



1 Member tests Positive for Covid -19 and is symptomatic and/or feels sick
Member contacts

2 Covid -19 support Call Centre
Toll free: 991
Call:73004020/ 73004017

3 Call Centre Agent registers the patient

6 The GP either visits the patient at home or the patient is brought to the clinic by EA991 for consultation

5 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

4 Call Centre Agent links the patient to a participating GP (or own GP) in the locality

7 Patient will be provided with a pulse oximeter to monitor oxygen levels at home

8 Patient will be provided with an oxygen concentrator where deemed necessary

9 Patient shall be guided on the use of the devices (oximeter & concentrator) and the trigger points to observe and actions to take by paramedics

10 A relative or caretaker may collect the prescribed medicines and supplements on behalf of the patient from pharmacies

11 Agent to call the patient after recovery for feedback and service evaluation

12 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)



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.



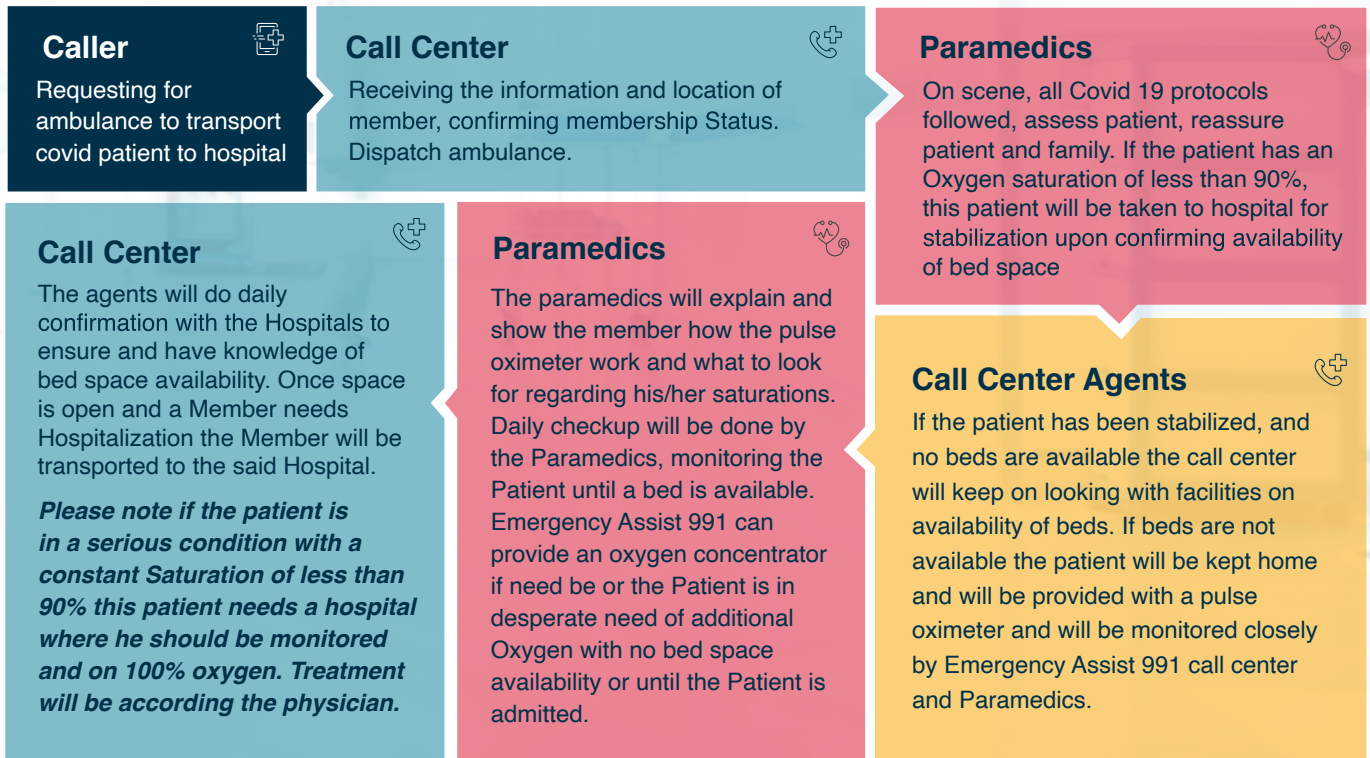
The dedicated helplines for all Covid-19 related emergencies and enquiries are

+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:



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

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