

Comprehensive Covid - 19 Care

Covid-19 Interventions to Support Members

1

100% Cover for Covid - 19 Tests

- Six (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

5

100% Cover for Medicines

- 100% cover for prescribed medicines
- 100% cover for prescribed supplements
- 100% cover for flu vaccine

3

100% Cover for Diagnostics

- 100% cover for Covid -19 related diagnostics, labs, tests, X-ray and other investigations

4

100% Cover for Covid - 19 Emergency Medical Evacuations

- Access to 24hours Covid -19 support through dedicated Call Centre
- EA991 has the largest network across the country
- Access to Road and Air Medical evacuations for Covid -19

Introducing Covid - 19 Care@ Home

CARE@ HOME - THE PROCESS

- 1 Member tests Positive for Covid -19 and is symptomatic and/or feels sick
- 2 Member contacts Covid -19 support Call Centre
- Toll free: 991 - 73004020/ 73004017
- 3 Call Centre Agent registers the patient
- 4 Call Centre Agent links the patient to a participating GP (or own GP) in the locality
- 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
- 6 The GP either visits the patient at home or the patient is brought to the clinic by EA991 for consultation
- 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 The patient shall be monitored periodically through the Call Center or by the GP either through visits or through virtual consultations
- 11 A relative or caretaker may collect the prescribed medicines and supplements on behalf of the patient from pharmacies
- 12 Agent to call the patient after recovery for feedback and service evaluation
- 13 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)

CARE@ HOME - SERVICE POINTS



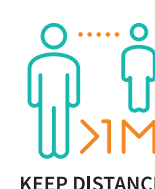
CONTACT PULA FOR MORE DETAILS

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KEEP DISTANCE



WASH HANDS



USE FACE MASK



STAY HOME