

MEDIA STATEMENT

28 July 2020

MEDICLINIC RESPONSE TO CONCERNING WHATSAPP

Mediclinic Newcastle is aware of a concerning WhatsApp that is currently circulating in the community. We recognise that this is a challenging period for all healthcare providers. As a result of the current COVID-19 pandemic, many healthcare facilities are experiencing high volumes of patients within the ICU/High Care units and at times may be unable to accommodate any further patients due to lack of additional resources in these units.

We would like to reassure the community that our Emergency Centre remains open to stabilise any patient in an extreme emergency, irrespective of age or comorbidities, and regardless of the hospital divert status. Once the patient's condition is stable, the individual will then be referred to the closest most appropriate facility if required

We can confirm that Mediclinic Newcastle is currently operating at full capacity, with an increased demand for intensive care and high care beds. This situation remains fluid and is continuously being monitored across all bed types and across all hospitals in the region to ensure the optimal use of available resources and continuity of patient care.

As a result of this increase demand for care, where necessary Mediclinic Newcastle will arrange for the safe transfer of patients to other, appropriate facilities to ensure the continued availability of care according to the intensity of treatment required.

These decisions are made by the attending doctors based on the condition of the patient and the level of care required. Where possible, we have also arranged for patients to be transferred back to our facility when appropriate treatment capacity becomes available, with continuous communication between the hospitals.

Mediclinic would like to emphasise that everyone within the healthcare sector is working together to fight the pandemic. We encourage communities to adhere to the lockdown and distancing efforts and to observe all measures put in place within the hospital to ensure the safety of our patients.

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Should you wish to utilise any of the above information, please quote Dr Stefan Smuts, Chief Clinical Officer of Mediclinic Southern Africa.

For further information please contact:

Mediclinic Southern Africa

Tertia Kruger: Corporate Communication Manager

Email: tertia.kruger@mediclinic.co.za

Tel: 021 809 6500

Mediclinic Hotline: 0860 24 00 24

Mediclinic COVID-19 Portal: <https://www.mediclinic.co.za/en/corporate/corona-virus.html>