



## COVID-19 UPDATE

Dear Doctor

26 October 2020

Mediclinic Southern Africa realises the need to maintain our vigilance for a potential second surge in COVID-19 infections and therefore we are improving our [access control processes](#) to protect our patients and staff. We would like your support in implementing an automated Visitors Access control process similar to that used by the Healthcare Workers for access. It's called a "WhatsApp Bot" which preclears visitors to the hospital entrance when they come to visit patients and the doctors' rooms using a simple WhatsApp message.

### **Visitors to Doctors' Consulting Rooms process:**

May we ask that your practice managers include the instructions for using the "WhatsApp Bot" into any appointment reminders or messages about COVID-19 access screening.

Below are some options for the message:

***"As a visitor to Mediclinic, you can complete your Mediclinic Access Control assessment online via WhatsApp. It's quick and easy. SMS or WhatsApp 'Hi' to +27 87 240 6497. Regards, Doctor xxxxxx"***

***"Beat the queue when you need to access the hospital by completing your Mediclinic Access Control assessment online. SMS or WhatsApp "Hi" to 27872406497. Regards, Doctor xxxxxxxx"***

**Please see the annexure for an explanation of how the "WhatsApp Bot" works.**

### **Visitors to patients in hospital process:**

Mediclinic will send the patient's next of kin an SMS when their family member is admitted into hospital. This SMS will contain the instructions on how to start the "WhatsApp Bot" which can then be shared with any visitors to that patient.

If the patient does not have a smart phone or is unable to complete the "WhatsApp Bot" access screening they will still be able to do so at Access Control at the hospital as usual.

Then just as a general reminder that the following processes are still in place:

1. Preadmission Risk Assessment using Engage for patient's pre surgery to identify risk factors for COVID-19. Please encourage your patients to use the Application to protect themselves and our staff
2. Healthcare Professional Clearance app for access control at the hospital entrances using the thermal camera screening and clearance process. We appreciate your ongoing use of this application.

We appreciate your support in keeping our patients and staff safe.

Kind regards

**Your Hospital General Manager**

Mediclinic XXXX

## ANNEXURE A: “WHATSAPP BOT” ACCESS




A solution has been developed that will allow visitors to Mediclinic facilities (and doctors’ rooms) to complete their access control screening assessment via WhatsApp instead of the paper-based form.

### What you need to know

- The assessment by the visitor is only valid for the day that they applied for it.
- Even if the visitor does more than one assessment on a day, the system will **always return the result of the first assessment** that was done that day.

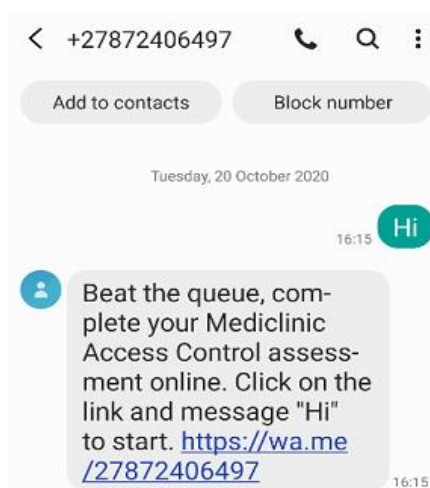
### Overview of how it works

- The visitor can either SMS or WhatsApp “Hi” to **087 240 6497**.
- If they used an SMS, they will receive an SMS back with a link to click on. Clicking on the link will open WhatsApp and the visitor must then send a WhatsApp message with “Hi” to the number.
- After sending “Hi” via WhatsApp, the visitor will receive a question back asking whether they have any of the COVID-19 symptoms:

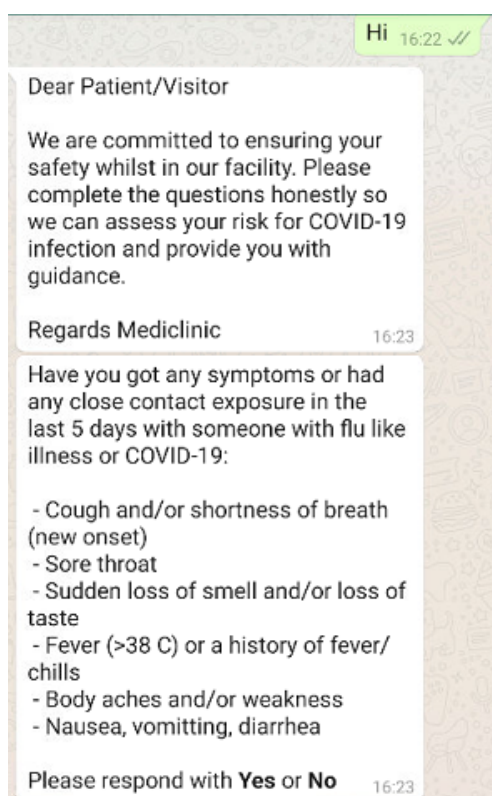
Outcome of COVID-19 symptoms screening	Image examples
<p>If the visitor answers “No”, they will receive a WhatsApp back stating that they are cleared to enter our facilities. They will receive an image in the reply indicating the day for which they are cleared.</p>	
<p>If the visitor replies “Yes”, they will be prompted with a second question asking whether they are coming to see a doctor/specialist/x-ray/pathology</p>	
<ul style="list-style-type: none"> <li>• If they reply “Yes”, they will receive a message to report to the Access Control point. A Blue image will indicate that they are not cleared to enter without the doctor’s clearance i.e. the doctor is to be contacted before entry.</li> </ul>	
<ul style="list-style-type: none"> <li>• If they reply “No” they will receive a message that they are not cleared to enter with a Red image.</li> </ul>	

### Examples

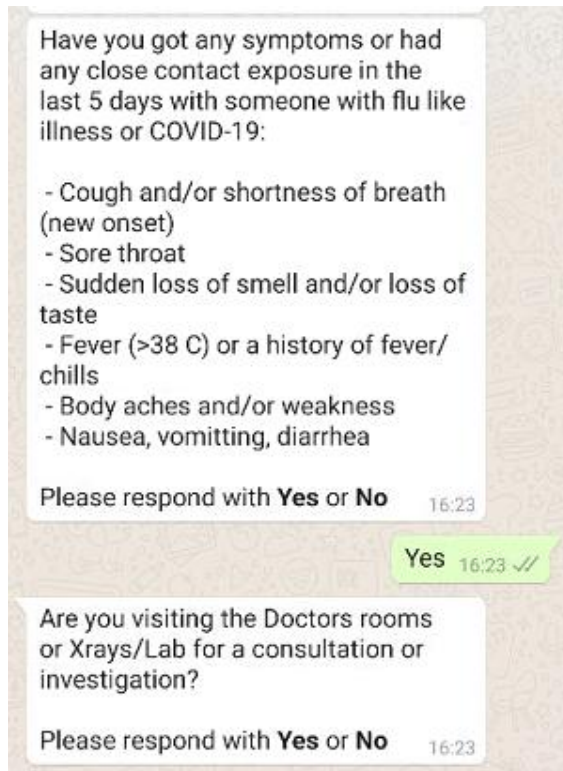
- When sending an SMS to 0872406497, the visitor will receive an SMS back with a link that they can click on to open WhatsApp.



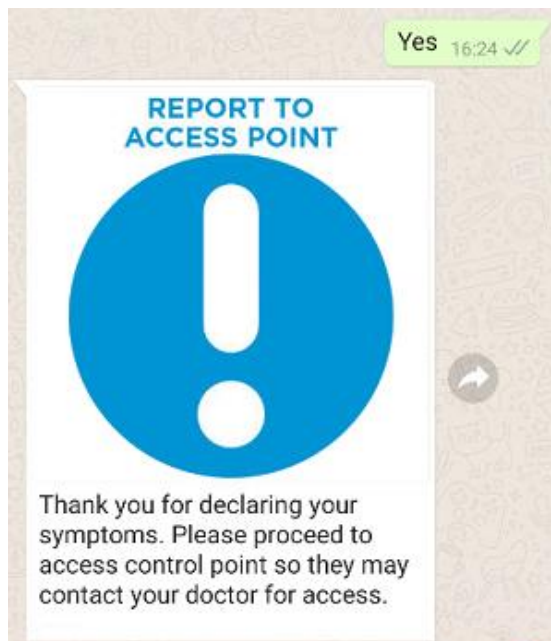
- When sending "Hi" via WhatsApp to the number the visitor will receive a welcome message and a question whether they have any of the COVID-19 symptoms.



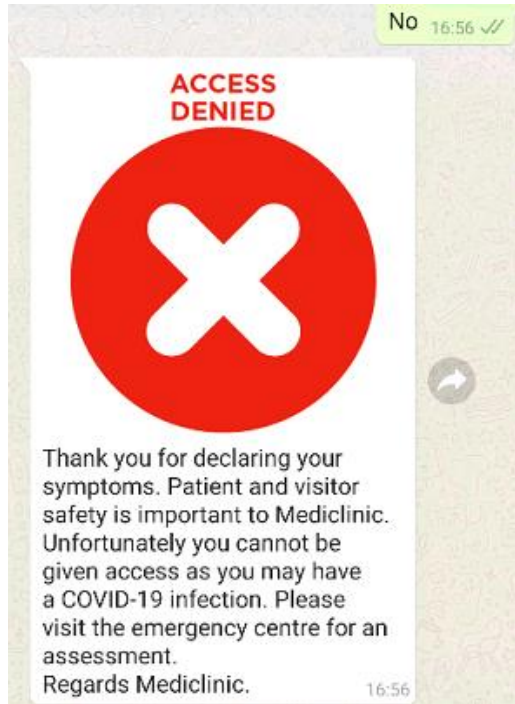
- When the visitor responds “Yes” to COVID symptoms, they will receive a follow-up question as to whether they are visiting the doctors’ rooms or X-rays/pathology.



- If the visitor is visiting the doctors’ rooms or X-rays/pathology, they will receive a “Blue” response and be asked to report to the access control point as they have symptoms.



- If the visitor has COVID-19 Symptoms and is not visiting the doctors' rooms or X-rays/pathology, they should not be allowed into our facilities.



- If the visitor has no symptoms, they will receive a "Green" image indicating that they are cleared to enter. Take note of the date on the image should be the same as the day that the person is entering Mediclinic's facilities. Entry is valid for the calendar day.

