

12 January 2021

Dear Patient / Next of kin

PATIENT ORIENTATION

There has been a dramatic increase in the number of COVID-19 patients presenting for care at Mediclinic hospitals and we have implemented processes to ensure that we can manage the situation as best possible. However, in some circumstances hospitals are unable to accommodate any further patients. Under such circumstances patients arriving at the hospital may need to be transferred to another hospital that is able to accept more patients. The emergency centre will assess and stabilise all life threatening cases before arranging a transfer.

Should a hospital be overwhelmed by the number of patients requiring care and transfers are not possible, patients may have to be prioritised for treatment, based on recognised triage treatment guidelines. In practice, this may mean that certain levels of treatment (e.g. ICU or High Care), or certain equipment (e.g. ventilators or certain oxygen treatments) will not be available to all patients. The doctors and treatment teams will use their clinical judgment to allocate available resources (such as available beds, equipment etc.) to patients, depending on the prevailing circumstances.

Please take note of the following regarding a patient's admission to Mediclinic:

- All patients will be tested for COVID-19 upon admission if this has not been done pre-operatively.
- Patients will be allocated to specific areas in the hospital, based on their risk factors and test results.
- Daily symptom screening will be performed so that any change in a patient's condition can be identified.
- A patient sharing a room might test positive at some stage. Patients who test positive will be relocated and separated from confirmed COVID-19-negative patients.
- Universal masking is compulsory and everyone in the hospital must wear a mask at all times.
- Patients are requested to practise cough etiquette: cough into your elbow or use a tissue if you are not wearing a mask. Do not remove your cloth mask to cough. Remember to perform hand hygiene after coughing or sneezing.
- We suggest that personal items (e.g. cell phones, chargers, food or magazines) not be shared.
- Patients are requested to ring the bell after visiting the bathroom to ensure that it is cleaned.
- To maximise ventilation windows should be kept open (if the weather permits).
- Patients are requested to refrain from assisting others as this may pose a risk to themselves. If a patient needs assistance please use the call bell.

Mediclinic wishes you a speedy and full recovery.

Kind regards



Koert Pretorius
Chief Executive Officer



Dr Gerrit de Villiers
Chief Clinical Officer