



COVID-19 UPDATE

19 March 2020

MEMO: 20200319CA CA

ATTENTION: Pharmacy Manager, Retail Pharmacy Staff

Dear Pharmacy manager

CREDIT CARD MACHINE - REDUCE RISK & LIMIT MULTIPLE CONTACT

We received concerns about the risk associated with the multiple handling of the credit card machine by our colleagues and the patients.

Just some points that may help to mitigate the risk:

- Only the patient should handle the credit card machine during the transaction. Patients can swipe their own cards, with guidance from the staff member.
- This will require the staff member to double check the digits that are punched in.
- Have a 70% alcohol (spray) solution and a swab on hand and clean the keypad area before and after doing the transaction.
- Cling wrap can be used to cover the key pad area as it will be easier to wipe/clean.
- Perform proper hand hygiene procedure after each transaction.

Please let me know should you require any further information or assistance.

Kind Regards

Christo Augustyn

Retail Systems Manager

MEDICLINIC SOUTHERN AFRICA