



## COVID-19 UPDATE

6 April 2021

Dear Hospital General Managers

We have had instances of large volumes of after-hours requests for EVDS related issues outside business channels of communication (WhatsApp) for voucher issuing. Multiple individual requests are being sent, including sending requests to government departments. We have also been receiving the same datasets from 2-3 individuals from the same locality. This creates additional work for our super user (uber) administrators and data coordinators as they are currently receiving requests from 47 hospitals.

In order to improve efficiency and reduce turnaround time for vaccine related requests the following principles need to be adhered to:

- Assign 1-2 individuals per locality to deal with coordinating vaccine related data submission requests to uber administrators and to the data coordinator (Hanlie Basson)
- Please do not send any requests to provincial departments of health as they deal with public sector employees only
- Keep requests within business hours and avoid using unofficial communication channels for such data requests
- Do not send individual names per excel sheet. Collate the names in one excel sheet and send it once daily. It's difficult to keep track of individual requests if we have 10 requests of individual names coming from the same hospital in a day

The following is a list of individuals involved in the process:

Adri van Zyl	<a href="mailto:Adri.vanZyl@Mediclinic.co.za">Adri.vanZyl@Mediclinic.co.za</a>	Uber administrator	Northern
Lushan September	<a href="mailto:Lushan.September@Mediclinic.co.za">Lushan.September@Mediclinic.co.za</a>	Uber administrator	Western Cape Coastal
Minette de Jongh	<a href="mailto:Minette.deJongh@Mediclinic.co.za">Minette.deJongh@Mediclinic.co.za</a>	Uber administrator	Western Cape Inland
Antoinette Botha	<a href="mailto:Antoinette.Botha@mediclinic.co.za">Antoinette.Botha@mediclinic.co.za</a>	Uber administrator	Central
Suzette Gouws	<a href="mailto:Suzette.Gouws@mediclinic.co.za">Suzette.Gouws@mediclinic.co.za</a>	Uber administrator	Tshwane
Marieta Turner	<a href="mailto:Marieta.Turner@mediclinic.co.za">Marieta.Turner@mediclinic.co.za</a>	Uber administrator	Northern

Natascha Hamman	<a href="mailto:Natascha.Hamman@Mediclinic.co.za">Natascha.Hamman@Mediclinic.co.za</a>	Uber administrator	Western Cape Inland
Hanlie Basson	<a href="mailto:Hanlie.Basson@mediclinic.co.za">Hanlie.Basson@mediclinic.co.za</a>	Data Coordinator	

- Our uber administrators will also continue to perform their daily functions over and above being an administrator
- In preparation for the 3<sup>rd</sup> wave our L&DFs needs to be engaged at the locality. The L&DF should be the last option to be sent to the vaccination sites

Your understanding and cooperation in this matter is highly appreciated.

Kind regards



**Dr Z Essop**  
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