



Date: 12 March 2020

Dear Sizwe Member,

The COVID-19 coronavirus was declared a global health emergency by the World Health Organisation (WHO) in January 2020. As at 12 March 2020 it has been reported by the South African National Department of Health (NDoH) that South Africa now has 17 confirmed cases of COVID-19, but no deaths have been reported to date.

### What to do in cases of suspected infection?

Sizwe Medical Fund (“Sizwe”) members who develop symptoms of respiratory illness including cough, fever and shortness of breath either or during and after travel to countries where coronavirus is known to be circulating must seek medical care early and share information about travel history with their healthcare providers. The General Public COVID-19 Hotline Number is **0800 029 999**.

### Quarantine

The National Institute of Communicable Diseases (NICD) has indicated that each province has designated hospitals for quarantine purposes. Further, they indicate that no facilities in the private sector are equipped to quarantine positive COVID-19 cases. Sizwe will continue to align strictly with the NDoH's designated quarantine plans for confirmed COVID-19 cases.

### Funding of the diagnosis, treatment and care costs of COVID-19

Diagnosis and management of uncomplicated COVID-19 infection is not included in the list of Prescribed Minimum Benefits (PMBs). In uncomplicated cases of COVID-19 where the infection does not spread to other body organs and there are no complications, health care costs will be covered as per scheme rules in accordance with the applicable Sizwe option. This includes for example, general practitioner (GP) visits, blood and sputum tests to diagnose COVID-19 and medication for the management of uncomplicated COVID-19 symptoms. These visits, tests and medications would be funded from the day-to-day benefit or medical savings account. As advised by the Department of Health all testing for the coronavirus should be referred to State laboratories and not private labs.

#### JOHANNESBURG

222 Smit Street  
Braamfontein  
Johannesburg  
2001  
Tel: +27 (11) 725 0040

#### CAPE TOWN

Ground Floor Shop 13  
Norton Rose House  
8 Riebeeck Street  
Cape Town  
8000  
Tel: +27 (21) 402 9600  
Fax: +27 (21) 418 1400

#### DURBAN

7th Floor Royal Towers  
30 Dorothy Nyembe Street  
Durban  
4000  
Tel: +27 (31) 304 4829  
Fax: +27 (31) 304 4839

#### PORT ELIZABETH

Ground Floor Block E  
Southern Life Gardens  
70 - 2nd Avenue  
Newton Park  
Port Elizabeth  
6000  
Tel: +27 (41) 503 1000  
Fax: +27 (41) 503 1302

#### WELKOM

Corner House  
Cnr. Builen & Graaf Street  
Welkom CBD  
9459  
Tel: +27 (57) 353 1475  
Fax: +27 (57) 353 1478

#### EMALAHLENI (WITBANK)

71 Mandela Drive  
Cnr. Plumer and Mandela Drive  
(Opposite Lollipop Daycare Centre)  
Emalahleni  
1043  
Tel: +27 (13) 690 3342  
Fax: +27 (13) 690 3187

#### POLOKWANE

Regus 58 - 60 Landros Mare Street  
Thabakgolo Building 3rd Floor  
Polokwane  
Limpopo  
0700  
Tel: +27 (15) 101 0546  
Fax: +27 (15) 101 0547



The Council of Medical Schemes has indicated that, in cases where COVID-19 infection does result in complications that are PMB conditions such as pneumonia or renal failure, medical schemes must fund treatment as such. Sizwe will thus cover the diagnosis, treatment and care costs (including hospitalisation) for complicated COVID-19 infections across all Sizwe options.

### High-risk individuals

These include members with pre-existing conditions such as pregnancy, diabetes mellitus, asthma, cancer, HIV and other immunosuppressive conditions. Sizwe members who fall within this high-risk category are urged to keep up with their routine medication and screenings. Individuals over the age of 50 and children under the age of 10 years are also encouraged to do the same.

### What you need know about protecting yourself and loved ones from COVID-19?

In the interests of Sizwe members and the health and protection of South Africans, Sizwe strongly recommends that the following WHO supported measures are adhered to.

1. Frequently clean hands by using an alcohol-based hand rub or soap and water.
2. When coughing and sneezing, cover mouth and nose with flexed elbow or tissue. Throw tissue away immediately and wash hands.
3. Avoid close contact with anyone that has fever and cough.
4. Maintain good respiratory hygiene
5. Advise those who are sick to stay home to recuperate.

### How to plan for travel?

Consult national travel advice before going on business travel. However, non-essential travel is discouraged, especially to high-risk countries.

### National Institute for Communicable Diseases (NICD) details:

The South African government's portal at the NICD also contains very useful information, and it can be accessed at <http://www.nicd.ac.za>.

#### JOHANNESBURG

222 Smit Street  
Braamfontein  
Johannesburg  
2001  
Tel: +27 (11) 725 0040

#### CAPE TOWN

Ground Floor Shop 13  
Norton Rose House  
8 Riebeeck Street  
Cape Town  
8000  
Tel: +27 (21) 402 9600  
Fax: +27 (21) 418 1400

#### DURBAN

7th Floor Royal Towers  
30 Dorothy Nyembe Street  
Durban  
4000  
Tel: +27 (31) 304 4829  
Fax: +27 (31) 304 4839

#### PORT ELIZABETH

Ground Floor Block E  
Southern Life Gardens  
70 - 2nd Avenue  
Newton Park  
Port Elizabeth  
6000  
Tel: +27 (41) 503 1000  
Fax: +27 (41) 503 1302

#### WELKOM

Corner House  
Cnr. Builen & Graaf Street  
Welkom CBD  
9459  
Tel: +27 (57) 353 1475  
Fax: +27 (57) 353 1478

#### EMALAHLENI (WITBANK)

71 Mandela Drive  
Cnr. Plumer and Mandela Drive  
(Opposite Lollipop Daycare Centre)  
Emalahleni  
1043  
Tel: +27 (13) 690 3342  
Fax: +27 (13) 690 3187

#### POLOKWANE

Regus 58 - 60 Landros Mare Street  
Thabakgolo Building 3rd Floor  
Polokwane  
Limpopo  
0700  
Tel: +27 (15) 101 0546  
Fax: +27 (15) 101 0547



### When at the workplace?

For companies and employers, the World Health Organisation has a handy guide which can be found at <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

With Care,

**Sizwe Medical Fund**

#### JOHANNESBURG

222 Smit Street  
Braamfontein  
Johannesburg  
2001  
Tel: +27 (11) 725 0040

#### CAPE TOWN

Ground Floor Shop 13  
Norton Rose House  
8 Riebeeck Street  
Cape Town  
8000  
Tel: +27 (21) 402 9600  
Fax: +27 (21) 418 1400

#### DURBAN

7th Floor Royal Towers  
30 Dorothy Nyembe Street  
Durban  
4000  
Tel: +27 (31) 304 4829  
Fax: +27 (31) 304 4839

#### PORT ELIZABETH

Ground Floor Block E  
Southern Life Gardens  
70 - 2nd Avenue  
Newton Park  
Port Elizabeth  
6000  
Tel: +27 (41) 503 1000  
Fax: +27 (41) 503 1302

#### WELKOM

Corner House  
Cnr. Builen & Graaf Street  
Welkom CBD  
9459  
Tel: +27 (57) 353 1475  
Fax: +27 (57) 353 1478

#### EMALAHLENI (WITBANK)

71 Mandela Drive  
Cnr. Plumer and Mandela Drive  
(Opposite Lollipop Daycare Centre)  
Emalahleni  
1043  
Tel: +27 (13) 690 3342  
Fax: +27 (13) 690 3187

#### POLOKWANE

Regus 58 - 60 Landros Mare Street  
Thabakgolo Building 3rd Floor  
Polokwane  
Limpopo  
0700  
Tel: +27 (15) 101 0546  
Fax: +27 (15) 101 0547