

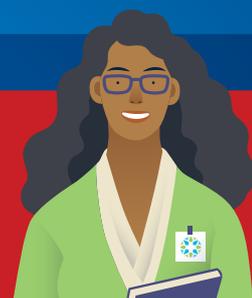


# COVID-19 PATIENT GUIDE

# Patient Experience AT LENMED DURING COVID-19

We understand how difficult it can be to have a loved one admitted and to not be able to visit them.

Our **dedicated and caring** customer experience teams are on the ground **working to keep you connected to your family members.**



**All patients** are visited and/or called by our kind customer experience teams **daily.**



Where patients require critical care and are unable to speak, customer experience officers will liaise with doctor and nursing teams and ensure loved ones **receive daily feedback** on our patient's progress.



Please call us on **087 087 0627** between 9am and 5pm daily for **any concerns you may have** regarding loved ones who are staying with us.



Patients have access to our usual customer experience system, which offers **numerous avenues** by which to communicate with us.

**The safety of our patients, employees, doctors and community members is our priority.**

# Introduction

*The safety of our patients, employees, doctors and community members is our priority.*

We have compiled this guide to assist you through the COVID-19 pandemic. The guide will be updated as the fluidity of the situation requires. There has been an overwhelming amount of information pertaining to COVID-19, therefore we have made every effort to make the guide as user friendly and simple as possible.

## ALWAYS BE ASSURED OF OUR BEST INTENTIONS AND SUPPORT

It is our objective to ensure you are kept up to date and fully understand the process, however, since the situation often changes quickly, please be understanding and trust in our best intentions. Due to the fluidity of the COVID-19 pandemic, we will consistently be updating these documents.

If you feel we are failing in anyway in our efforts, please contact us at [info@lenmed.co.za](mailto:info@lenmed.co.za).

## PART 01

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## PART 02

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**IT IS OUR COLLECTIVE RESPONSIBILITY TO LIMIT THE SPREAD OF COVID-19**

# FOR EVERYONE VISITING A LENMED HOSPITAL DURING COVID-19

Do not neglect your health during COVID-19. Lenmed hospitals are fully operational, prepared and prioritises the safety of our patients, employees, community members and doctors. Our emergency units are also fully functional 24/7.

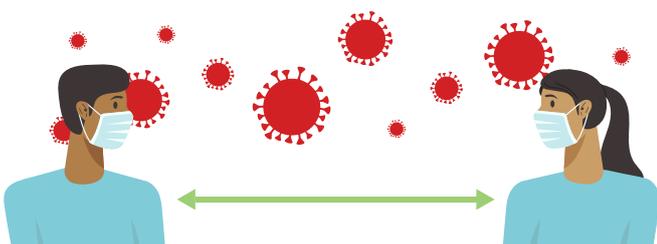
Safeguards have been applied throughout the hospital, including doctors' rooms. You may find slight inconvenience in having to wait in your car or our screening area to be called by your doctor or for rooms to be disinfected between patients, this is all to ensure yours, our employees, other patients and doctors' safety.

## SAFETY MEASURES

Lenmed has implemented numerous safety measures to ensure the safety of our employees, doctors, patients and community members. Safety is Lenmed's priority, but it is all of our responsibility, therefore please familiarise yourself with all - relevant safety precautions and understand how you can do your part to ensure both yours and others' safety.

- 
**Screening**  
 Everyone entering the hospital will be screened at every entrance.
- 
**Visitor Management**  
 No visitors are permitted; exceptions are made for 1 parent of NICU and paediatric patients and at the hospital manager's discretion - family members of gravely ill patients.
- 
**NO VISITORS ARE PERMITTED INTO COVID-19 AREAS OF THE HOSPITAL UNDER ANY CIRCUMSTANCES.**
- 
**PPE**  
 Lenmed has sufficient and appropriate PPE for employees and doctors.
- 
**Masks**  
 The government has made it mandatory to wear mask while in public. It is compulsory to wear a mask throughout your stay at a Lenmed hospital.

- 
**Hand Washing**  
 Hand basins, soap and water are available for washing of hands regularly in all bathrooms.
- 
**Hand Sanitising**  
 Lenmed has made enough hand sanitiser available throughout our hospitals.
- 
**Social distancing**  
 limiting the number of people as well as the movement of people within each facility aids social distancing.
- 
 Appropriate and comprehensive **documentation, plans, pathways, guidelines, training, procedures and protocols** relevant for each role within the organisation.
- 
**Clear roles and responsibilities** have been defined.
- 
**Checklists, monitoring and tracking tools** for proper management of the pandemic within our organisation.
- 
**Cleaning**  
 All surfaces are cleaned and disinfected with approved disinfection/sanitising products on a regular basis (at least every 4 hours).
- 
**Meetings**  
 Meetings/gatherings are not permitted during the COVID-19 pandemic.
- 
**Limitations on people entering the facility**  
 Strict rules are in place to limit those entering the hospital, this includes only allowing patients to be chaperoned if they physically require such assistance.
- 
**Consistent consultation** with the applicable industry bodies, government and the to remain informed of the latest COVID-19 developments.



Please take note of the following guidelines for correct usage of the fabric mask:

#### Despite wearing the mask, you MUST consistently do the following

- ✓ Wash your hands regularly with soap and water
- ✓ Do not touch your face with unwashed hands
- ✓ Cough or sneeze into a tissue or the corner of your arm
- ✓ Discard used tissues in the waste bin immediately – do not leave them lying around for others to touch
- ✓ Practice social distancing (keep at least 1.5 metres away from others)

#### Wearing a mask

- ✓ Wash prior to initial use. With warm water and laundry detergent. Once dry, iron the mask to ensure disinfection
- ✓ Before putting on the mask clean hands with an alcohol-based hand sanitiser or soap and water.
- ✓ Cover both your mouth and nose with the mask and ensure there are no visible gaps between the face and mask.
- ✓ **DO NOT TOUCH THE MASK WHEN WEARING IT**, if you do, clean your hands with alcohol-based hand sanitiser or soap and water.
- ✓ Avoid taking it on and off

#### Storing a mask

- ✓ Do not store in a plastic bag or closed container, except when transporting your mask.
- ✓ When you take it off at home, your mask must be washed immediately.
- ✓ Clean the surface or container where you store your mask using disinfectant solution
- ✓ Do not leave in a place where others may be able to cough and sneeze on it

#### Cleaning a mask

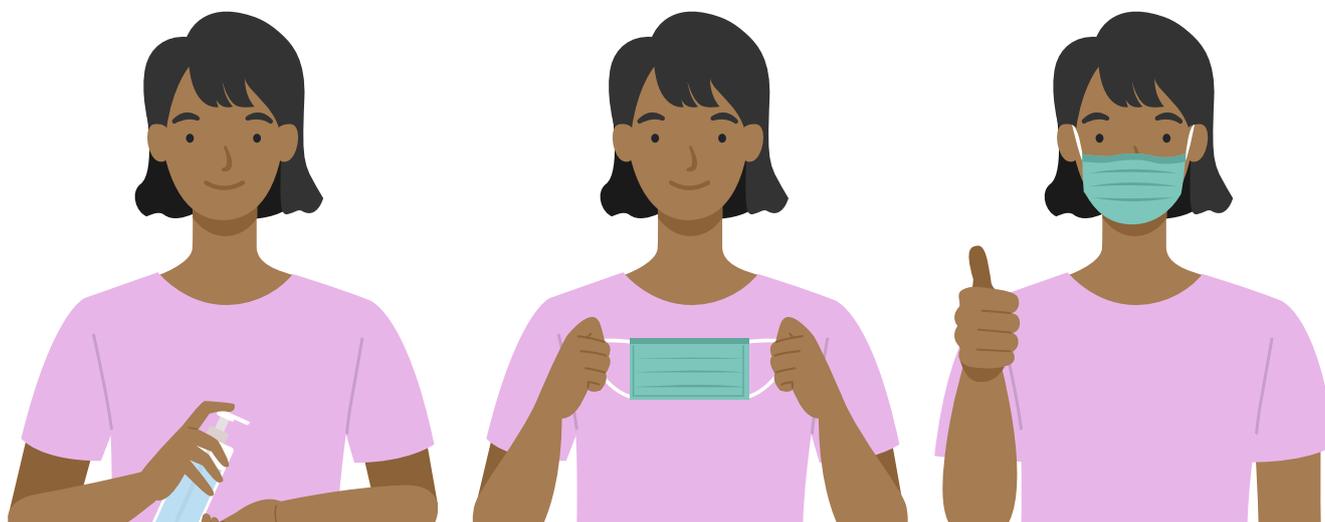
- ✓ To clean and disinfect, wash in hot water and soap/laundry detergent.
- ✓ The mask must be washed between each use.
- ✓ Iron the mask to disinfect it.

#### What to do when eating

- ✓ Wash hands with soap and water prior to removing mask.
- ✓ Ensure that the table/surface is cleaned and wiped with cleaning solution and allow to dry.
- ✓ Place a dry, clean sheet of paper towel on the table
- ✓ Remove mask by removing the elastic strings and place on a paper towel with the outside of the mask on the paper towel. Do not touch the inside surface of the mask.
- ✓ Cover the mask with another sheet of clean, dry paper towel to prevent it from being contaminated (e.g. touched, sneezed or coughed on by others).
- ✓ You must always eat alone and practice social distancing when eating.
- ✓ Do not share food with anyone else.
- ✓ Perform hand sanitisation and / or wash hands again prior to eating and drinking.
- ✓ Before putting your mask on, follow all the relevant guidelines.
- ✓ Sanitise the surface where your mask was placed while you were eating drinking.

As it is everyone's responsibility to ensure adherence to basic safety requirements such as wearing a mask and wearing it correctly, hand washing and sanitising and social distancing, we call on you to advise or report anyone who is not complying to these basic and essential precautions.

**You can find further information on how you can reduce your risk of infection [here](#)**



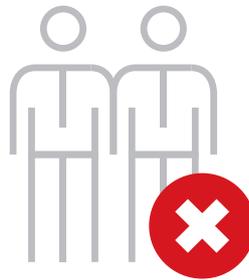
# CONSULTING WITH YOUR DOCTOR AND VISITING RADIOLOGY AND PATHOLOGY AT A LENMED HOSPITAL

*It is very important that you stay at home as much as possible during the COVID-19 pandemic, however, this should never be to the detriment of your health and optimal management of any chronic conditions that you have. Seeking help if you are unwell or have health concerns, discussing your health with your medical specialist and keeping up with the management of your chronic conditions is crucial to your wellbeing.*

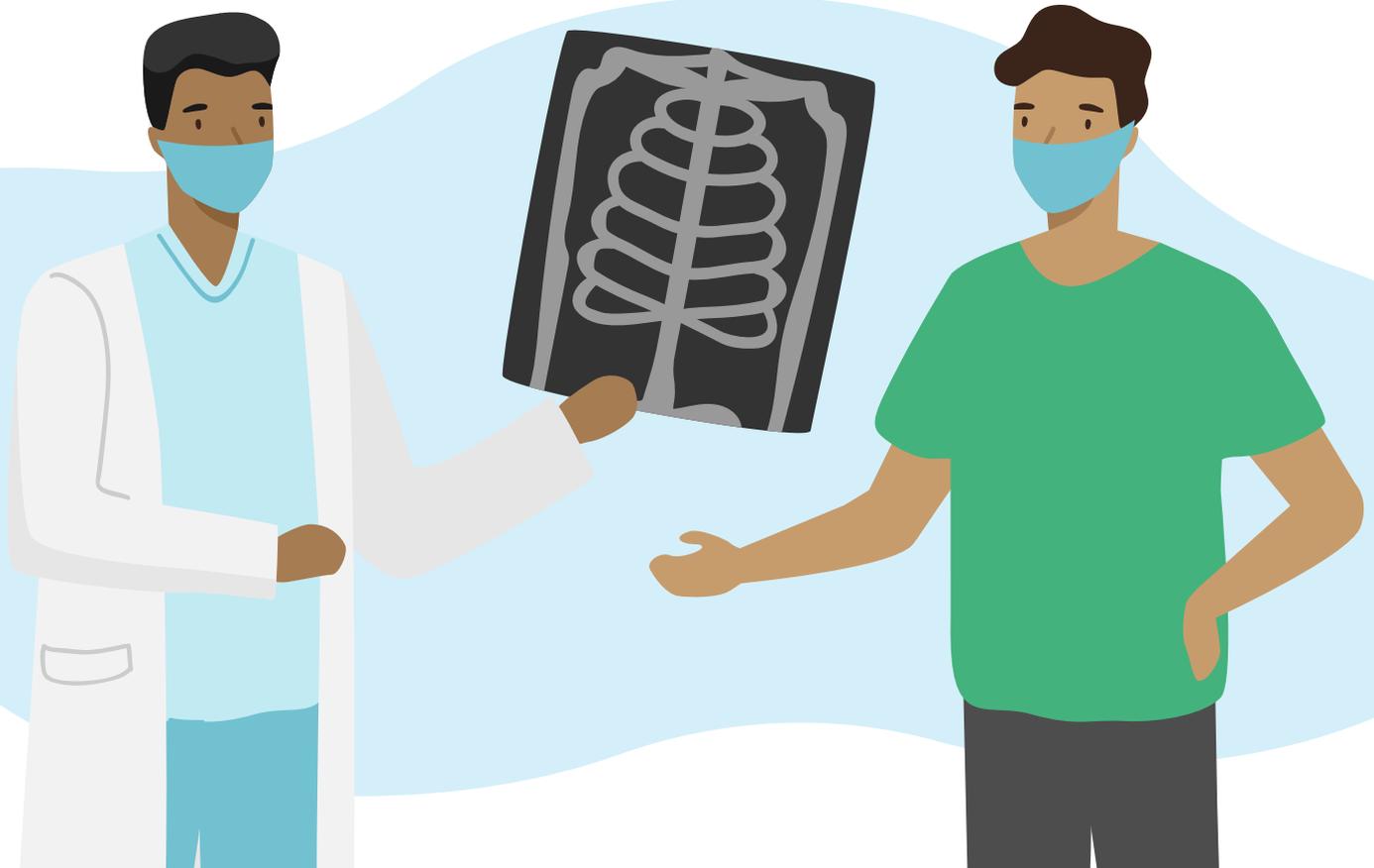
**When planning for your doctor consultation, please note the following:**



**Avoid the transfer of paper**, enquire as to what information can be filled out at home and emailed through to the relevant parties prior to your arrival.



**Limited numbers of people will be permitted into the hospital and doctors' rooms at a time**, ensure you bring additional warm clothing as you may have to wait in our screening area.



# ADMISSION TO A LENMED HOSPITAL

Check with your hospital on how to complete a pre-admission to limit the amount of paper transferred and to make the process simpler.

Bring as little as possible into the hospital with you in one bag (clearly labelled with your name) which could be wiped down using disinfectant solution, only essentials will be permitted. E.g. toiletries, clean pyjamas

Check with your doctor on what is required, you will need to limit your interaction with people leading up to your admission and possibly self-isolate for 3 – 5 days

Follow all safety protocols such as hand sanitisation, masking and social distancing.

Report any COVID-19 symptoms you may experience to your doctor immediately.

In most cases, you will be required to undergo COVID-19 testing and have a negative result prior to admission. For surgical, therapeutic or diagnostic procedures

You will need a signed copy of the original consent form as requested by your doctor. Your doctor will also ask you to sign an additional consent form stating that you are informed of the risks of having surgery during the Covid-19 pandemic. A copy of your Covid-19 test results will also be required.

No visitors permitted at hospital

During your hospitalisation, it is imperative that you adhere to all safety precautions and ensure those around you are doing the same.

-  Bathrooms and toilets must be **properly cleaned** between each patient's use.
-  All employees, patients, doctors, caterers, cleaners, allied professionals etc. **must always wear masks.**
-  All employees, patients, doctors, caterers, cleaners, allied professionals etc. **must consistently sanitise and wash hands** after touching anything.
-  Be aware of the basics and **always report** where you are witness to anyone to not complying with:
  -  WEARING A MASK AND WEARING IT CORRECTLY
  -  PRACTICING CONSISTENT HAND HYGIENE
  -  PRACTICING SOCIAL DISTANCING

## POST-DISCHARGE



You could be required to self-isolate for 14 days, please discuss with your doctor.



Do regular self-monitoring for at least 14 days post-discharge. Notify your doctor immediately should you develop any symptoms.



[Click here](#) for our guidelines on how to take care of yourself and others who are recovering at home from COVID-19



# UNDERSTANDING AND DEALING WITH COVID-19

## THE 5 MUST KNOWS ABOUT COVID-19

### 1. WHAT IS COVID-19

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. Human coronaviruses are common throughout the world; however, the virus that causes COVID-19 is a unique coronavirus and was first identified in Wuhan, China.

**Is there a cure?** There is no specific antiviral treatment for COVID-19. There is supportive treatment available which assists in helping the body fight the virus and its impact on the body. **Is there a vaccine?** There is currently no vaccine to protect against COVID-19.

### 2. HOW IS COVID-19 SPREAD AND PREVENTATIVE MEASURES TO TAKE

The virus spreads when respiratory droplets from a sick person's nose or mouth get into a healthy person's nose, mouth or eyes. **This happens through:**

- ☑ COUGHING
- ☑ SNEEZING
- ☑ TOUCHING YOUR MOUTH OR NOSE WITH HANDS THAT HAVE DROPLETS ON THEM

**Droplets can also be present on other things including:**

- ☑ WORK SURFACES
- ☑ DOORKNOBS
- ☑ TAXI HANDLES
- ☑ STAIR BANNISTERS
- ☑ DIGITAL DEVICES
- ☑ LIFT BUTTONS
- ☑ CUTLERY, ETC.

The virus stays alive on these surfaces (for a few days) so you can get infected if you touch any of these items and then touch your eyes, nose or mouth. Before touching your face, ensure to wash your hands after touching these surfaces.



### How to reduce your risk of infection:

Avoid exposure or close contact with sick people or those that have cold or flu-like symptoms and ensure they are wearing masks.

Stay home if you are sick.

Cover your nose and mouth when coughing or sneezing. If you do not have a tissue, do not use your hands. Use the upper sleeve of your shirt or elbow.

Always wear a mask when leaving home.

Do not share food, crockery or cutlery.

Do not share PPE/masks.

Do not share stationery.

Always practice social distancing, keep a distance of at least 1.5 metre between you and others. Do not sit across from anyone without a barrier.

Avoid physical contact with others such as handshakes, touching and hugs.

Meetings and gatherings should be avoided, and electronic means should be used to communicate.

Report instances and advise others when precautions aren't followed.

Ensure minimum number of people in elevators and practice hand hygiene after touching any contact points in an elevator. Walk up the stairs when you can, it is safer and good for you.

Clear up all clutter around you.

Materials (pens, pencils,) should not be placed in the mouth.

Cuts/broken skin to be covered.

Mobile electronic devices must be kept in areas where they cannot be contaminated and must be decontaminated/ disinfected frequently.

Avoid sharing mobile devices to show photos, etc. Rather send via WhatsApp

Thoroughly wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based sanitiser or hand rub that contains at least 70% alcohol.

# PROTECT YOURSELF AND THOSE AROUND YOU

## ALWAYS PRACTICE THE FOLLOWING:



### ✔ SOCIAL DISTANCING

*Keep a safe distance of at least 1.5m between yourself and others*



### ✔ STRICT HAND HYGIENE

*Wash and disinfect your hands frequently with soap and water or hand sanitiser*



### ✔ WEARING A MASK

*Always wear a mask that covers your nose and mouth when going out in public*



### ✔ COUGHING & SNEEZING ETIQUETTE

*Cough and sneeze into a bended elbow to avoid spreading germs to your hands*

**TOGETHER we can overcome COVID-19!**

# WE CAN OVERCOME COVID-19

## THIS MEANS WORKING TOGETHER!

### IF YOU NOTICE ANY OF THE FOLLOWING:

- ✓ Anyone not practicing proper hand hygiene
- ✓ Anyone with an absent/incorrectly used mask
- ✓ Anyone ignoring social distancing
- ✓ Areas not cleaned properly and regularly

**Please report immediately to a Member of Management.**



**WHEN TO WASH YOUR HANDS**

-  **Before** touching your face
-  **After** coughing or sneezing
-  **When** caring for someone who is sick
-  **Before, during and after** preparation of food, and also before eating
-  **After** using the bathroom
-  **After** handling animals or animal waste
-  **When** your hands are visibly dirty
-  **Avoid** touching your eyes, nose and mouth with unwashed hands.

**3. SYMPTOMS AND LIKELY OUTCOMES OF COVID-19**

Top 3 most common symptoms:

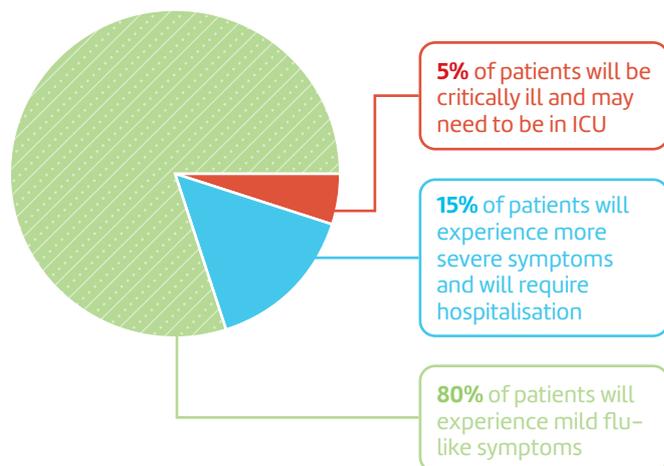
- FEVER**
- COUGHING**
- SHORTNESS OF BREATH**

Other symptoms could include:

- Sore throat
- Chills
- Breathing difficulties
- Chest pain
- Rapid heartbeat
- General body aches
- Chills
- Chills and shakes
- Diarrhoea
- Loss of taste/smell

Symptoms appear within 2-14 days after exposure.

The likely outcomes of infected patients:



Who is most at risk? People with the following are more likely to experience severe symptoms:

- A weak immune system**
- Cardiac or respiratory diseases, chronic illnesses**
- Those over the age of 60**
- Those who are pregnant**

If you have any of the above conditions or other, you are considered a vulnerable employee, please advise your line manager and human resource team immediately.



# Effective hand washing



**Soap and water**  
Wet both hands and apply soap to all hand surfaces



**Palms**  
Rub hands palm to palm



**Back of hands**  
Rub right palm over back left hand with interlaced fingers and vice versa



**Between fingers**  
Rub hands palm to palm with fingers interlaced



**Fingers**  
Backs of fingers to opposing palms with fingers interlocked



**Thumbs**  
Rotational rubbing of left thumb clasped in right palm and vice versa



**Fingernails**  
Rotational rubbing with clasped fingers of right hand in left palm and vice versa



**Wrists**  
Rotational rubbing of left wrist with right palm and vice versa



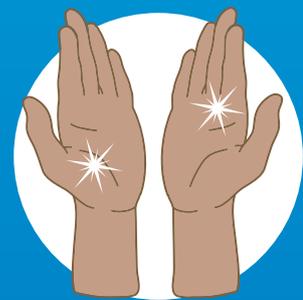
**Back of hands**  
Rub right palm over back left hand and vice versa



**Rinse**  
Rinse each hand separately with clean water



**Dry**  
Dry each hand thoroughly from finger to wrist with a clean towel



**Well done!**  
Your hands are now clean

4. EXPOSED OR POTENTIALLY EXPOSED PERSONS

You think you have been exposed, what are the risks?

The risk of transmission depends on how infectious a person is – people who are asymptomatic and those with mild symptoms are likely to be less infectious than those with moderate or severe symptoms as the excretion rates are reported to be very low.

The NICD uses the WHO guideline to define high risk/close versus low risk/casual contacts:

**High Risk/Close Contacts:**

- ✓ Face to face with a probable or confirmed case of COVID-19
- ✓ Within one (1) metre
- ✓ For more than 15 minutes
- ✓ Had physical contact
- ✓ A healthcare worker who is not wearing appropriate PPE

**Low Risk/Casual Contacts:**

- ✓ Exposure from more than one (1) metre
- ✓ No physical contact
- ✓ Those who are not defined/meet the criteria of a close contact

If you have severe COVID-19 symptoms, such as shortness of breath, are requested to call ahead to the Accident and Emergency Department to arrange for an assessment and/or possible admission. All other patients, including those with mild symptoms or those seeking testing are requested to contact their GPs for advice.

5. REAL VS FAKE NEWS

It is important to **STAY INFORMED** but be careful what you read, hear and share, particularly on social media, as some information can be false. Do not forward content that is unnecessary. Refer to credible sources such as:

- ★ **National Institute for Communicable Diseases (NICD)**  
[www.nicd.ac.za](http://www.nicd.ac.za) | +27 80 002 9999
- ★ **World Health Organisation (WHO)**  
[www.who.int](http://www.who.int)
- ★ **Department of Health: Republic of South Africa**  
[www.health.gov.za](http://www.health.gov.za) | [www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)

DECONTAMINATING WHEN ARRIVING HOME

You should always wear a mask when leaving your home, refer to mask usage guidelines on [page 02](#).

FROM SHOPPING

When entering the house, wash hands with soap and water for 20 seconds. Items of shopping must be put on the floor outside the house, bring on one bag at a time, all items that are in plastic, metal or containers that can be wiped must be wiped. Use 100 ml of bleach to 800mls of water. Use a damp cloth.

FROM TRAVEL IN PUBLIC TRANSPORT

Carry hand sanitizer and use on both hands before getting into the mode of transport and again when getting out of it. As soon as the destination is reached, wash hands with soap and water for 20 seconds.

PRACTICING INFECTION CONTROL IN YOUR HOME WITH DOMESTIC WORKERS AND CHILD MINDERS

- ✓ Masks must always be worn, and correct mask usage adhered to.
- ✓ Strict hand hygiene must be practised on arrival in the home and throughout the day.
- ✓ Surfaces must be wiped with a solution of 100mls of bleach to 800mls of water consistently.
- ✓ Domestic workers and child minders should have a set of clothes which they change into on arrival in the home.
- ✓ In level 4 of the lockdown, only live-in domestic workers and gardeners are permitted to work. Exceptions are made for helpers who assist with children, disabled, sickly and the elderly in the home.



# TAKING CARE OF YOURSELF

## BOOSTING YOUR IMMUNE SYSTEM

These are some tips to help in boosting your immune system:

Practice proper hand washing – see hand washing guidelines on [page 09](#)

Don't smoke

Have the flu vaccine.

Get adequate deep sleep

Limit electronics and avoid bright light at night

Read actual books at night

Get the right amount of exercise – see our guidelines under the “exercising” heading

**Stress management** – Stress cannot be removed from life, however through certain methods we are able to better manage it. Some simple ways to manage stress are to take a walk outside, notice the world around you, stand barefoot on the grass or even lie on your back and look at the sky. Some alternative resources available are:

**Corona Virus Sanity Guide**  
[www.tenpercent.com/coronavirussanityguide](http://www.tenpercent.com/coronavirussanityguide)

**Brandlove online learning**  
[brandlove.co.za/](http://brandlove.co.za/)

**Ela Manga breathwork**  
[www.lenmed.co.za/breathing-techniques-stress-anxiety/](http://www.lenmed.co.za/breathing-techniques-stress-anxiety/)

If you drink alcohol, do so in moderation

Take supplements to boost immunity

### Nutrition:

Eat a wide-range of nutrient-rich food

Eat minimally processed food

Reduce refined carbohydrates and sugars

Eat healthy foods like comforting chicken or veggie soup which is good self-care



**Overall, your health would greatly benefit from:**



Eating a **nutritious diet** that minimizes high blood sugar



Prioritising a **restful sleep**



Managing **stress**



**Not smoking**



Participating in **moderate exercise** which you enjoy



Getting **sunshine and fresh air** where possible

## EXERCISING

Keep it simple and fun! There are plenty of apps available online with simple at-home workouts to assist you.

Spend time with your kids and pets playing in the garden

Do some gardening

Some simple exercises which you can do in your home are Jumping jacks, Squats, Lunges, Push-ups, Planks, Sit ups and Skipping

Use items around your home such as steps or stairs to incorporate into simple workouts



### Supplements for boosting immunity:



VITAMIN C



VITAMIN D



ZINC



TURMERIC



ECHINACEA



GARLIC

## ACCEPTING WHAT YOU CAN AND CAN'T CONTROL

Do you find yourself trying to change things you have no control over? If so, you probably find it difficult to be satisfied and content with life. If we can't change a situation or an outcome our best option is to learn how to accept it and deal with it.

### ACCEPTANCE HAS MANY BENEFITS:

- ★ A more positive attitude
- ★ Less worry and stress
- ★ Less energy drained from trying to figure things out
- ★ Ability to embrace change
- ★ Greater appreciation and gratitude
- ★ A more compassionate perspective

Acceptance is not the same as resignation or passivity. We can continue to push forward despite accepting that there are things beyond our control.

#### IN MY CONTROL

- WHO I SPEND TIME WITH
- MY SELF-CARE
- WHAT I WEAR
- WHAT I LOOK AT ONLINE
- MY THOUGHTS
- MY WORDS
- MY BOUNDARIES
- MY ACTIONS
- WHAT I EAT
- MY OPINIONS
- WHAT I SAY
- WHAT I DO

#### OUT OF MY CONTROL

- OTHER PEOPLE'S FEELINGS
- WHAT OTHERS THINK
- OTHERS ONLINE POSTS
- OTHER PEOPLE'S TIME
- WHAT OTHERS BELIEVE
- WHAT OTHERS SAY
- OTHERS OPINIONS
- TRAFFIC
- TIME
- THE WEATHER
- OTHERS ACTIONS
- BILLS

## STAYING CONNECTED WITH OTHERS

Here are some tips to remain connected when you're practising social distancing or in quarantine:

- ✔ Think about how you can interact with others without putting your health (or theirs) at risk. Can you speak to your neighbours from over a fence or across balconies? We've seen this in Italy
- ✔ If you have access to it, use technology to stay in touch. If you have a smartphone, use the video capabilities (seeing someone's facial expressions can help increase connection)

- ✔ Check in with your friends, family, and neighbours regularly. Wherever you can, assist people in your life who may be more vulnerable (for example, those with no access to the internet or who cannot easily use the internet to shop online)
- ✔ Spend the time connecting with the people you are living with. If you are in a lockdown situation, use this time to improve your existing relationships
- ✔ Manage your stress levels. Exercise, meditate, and keep to a daily routine as much as you can
- ✔ It's not just family and friends who require support, but others in your community. Showing kindness to others not only helps them but can also increase your sense of purpose and value, improving your own well-being.

## WORKING FROM HOME

### OPERATE IN A BUSINESS-LIKE MANNER

Set aside a separate, dedicated workspace, free from distractions, and customise it with the equipment and connectivity you need to be productive

### LIMIT AND MANAGE DISRUPTIONS AND INTERRUPTIONS

Set down clear boundaries for family and friends and establish a routine.

### KEEP TO YOUR DAILY ROUTINE

Get ready for work as you would on a normal day (don't work in your pyjamas!) and don't be too comfortable and laid back – this will negatively impact your motivation and productivity.

### STAY CONNECTED

Keep up the corridor chat and tea-break conversations with colleagues in a virtual way – by phone, online chat or social media – and make the effort for daily check-ins with teams and co-workers using online work platforms or just a WhatsApp group. Technology makes it possible to stay connected as though we were sitting in our office.

### STAY PROFESSIONAL AND BE CONNECTED

Use video-conferencing (set reminders to "show up" on time and remember to mute yourself when not talking), and make sure to be reachable and responsive during working hours.

### MAINTAIN YOUR PHYSICAL AND EMOTIONAL HEALTH

Very diligent workers are at risk for burnout as the boundaries between work and home blur, and employees may also feel the need to "prove" that they are being trustworthy and productive. Set boundaries for when your workday starts and ends.

### STAY HEALTHY

Eat well, exercise regularly, keep to your sleeping routine, limit non-work-related screen time and connect with your family and friends, even if via phone, online chat or social media.

# COVID-19 POST DISCHARGE CARE

You have been discharged following your treatment for COVID-19 at our hospital. We would like to wish you well on your recovery.

Please read through these guidelines from WHO (World Health Organisation) and NICD (National Institute of Communicable Diseases) while recovering at home.

**GET REST AT HOME AND DRINK ENOUGH WATER OR CLEAR FLUIDS DURING THE DAY TO MAKE SURE THAT YOUR URINE STAYS A PALE CLEAR COLOUR. YOU SHOULD CONTINUE TAKING ANY OTHER PRESCRIBED CHRONIC MEDICATION.**



## When do I call my healthcare provider?

If your symptoms get worse, call your healthcare provider immediately. If you develop any emergency warning signs, get medical attention immediately. Emergency warning signs include:

- ✓ TROUBLE BREATHING
- ✓ CHEST PAIN OR PRESSURE IN YOUR CHEST THAT DOES NOT GO AWAY
- ✓ COUGHING UP BLOOD
- ✓ BECOMING CONFUSED
- ✓ SEVERE SLEEPINESS
- ✓ BLUE LIPS OR FACE

If you have any warning signs, you or a member of your household should call your nearest hospital or emergency services immediately and notify them that you have confirmed COVID-19. Avoid taking public transport to the facility – either use private transport (preferably with windows rolled-down) or call emergency services for an ambulance if required. You should wear a face mask if you travel to seek hospital care.

## Am I still contagious?

**YES!**

Staying at home will help to control the spread of COVID-19 to your friends, relatives and your wider community. In particular, staying at home will help prevent spread to the most vulnerable people in our communities, who are at risk for severe illness.



**STAY AT HOME.** Do not go to work, school, or any public areas. Do not use any public transport (including buses, minibus taxis and taxi cabs). Do not travel. If possible, you should not even go out to buy food, medicines or other essentials. You should ask friends or relatives to help you to buy groceries and essentials. If you have access to the internet, you can order your shopping or medications online but tell delivery drivers to leave any items for collection outside your house. Delivery drivers should not come into your house at all.

**DO KEEP IN TOUCH** with your relatives, friends and colleagues over the phone, internet or by using social media.

## How is COVID-19 spread?

**COVID-19 is spread by droplets.** When an infected person coughs, exhales or sneezes, they release droplets of fluid containing virus particles into the air. Other people can become infected by breathing in these droplets if they are standing within a few meters from the infected person. The larger droplets can also fall on nearby surfaces and objects. **The virus can survive on hard surfaces (plastic and stainless steel, for example) for up to 72 hours.** Other people can become infected when they touch contaminated surface, then touch their eyes, nose or mouth. People cannot be infected through the skin.



**IF YOU UNDERSTAND HOW COVID-19 SPREADS, THIS WILL HELP YOU TO UNDERSTAND HOW TO PREVENT SPREADING THE INFECTION TO OTHERS.**

## How do I ensure I do not infect those I live with?

### Should I wear masks and gloves?

To contain respiratory secretions, **wear a medical mask or fabric mask as much as possible** and change it daily. If you cannot tolerate a medical mask should use rigorous respiratory hygiene; that is, the mouth and nose should be covered with a disposable paper tissue when coughing or sneezing. Materials used to cover the mouth and nose should be discarded or cleaned appropriately after use (e.g. wash handkerchiefs using regular soap or detergent and water).



**Remove the mask using the appropriate technique** – that is, do not touch the front, but instead untie it. Discard the mask immediately after use and perform hand hygiene. If you are using a fabric mask, ensure correct washing and ironing. This includes washing daily or if noticeably soiled and ironing once dry to ensure sterilization.



**Your caregivers should wear a medical mask** that covers their mouth and nose when in the same room as you. Masks **should not be touched** or handled during use. If the mask gets wet or dirty from secretions, it must be replaced immediately with a new clean, dry mask.



**DO NOT REUSE MASKS OR GLOVES.**



Disposable face masks, single-use gloves, plastic aprons, disposable face tissues and any other waste should be **discarded in a waste bin with a lid in your separate “sick room”**.



### Should I stay separated?

You should stay in a separate “sick room” and away from other people in your household. If a separate sick room is not possible, try to keep to one area of your home, at least 2 meters (3 steps) away from other people and wear a disposable face mask to prevent spread of the virus (through droplets produced by coughing and sneezing) to other people.



### What do I need to know about hygiene?

**Cover your mouth and nose when you sneeze or cough with disposable face tissue.** Dispose tissues into the waste bin in your sick room/ area and then immediately wash your hands.

**Wash your hands regularly using soap and water for at least 20 seconds or use alcohol-based hand sanitizers (containing at least 70% alcohol).** When washing hands with soap and water, it is preferable to use disposable paper towels to dry hands. If these are not available, use clean cloth towels and replace them frequently.

**Clean your sick room/ area every day,** first using regular household cleaner and then after rinsing, using regular **household disinfectant (bleach) containing 0.5% sodium hypochlorite** (make this using 1 part 5% bleach to 9 parts water). If someone else cleans your sick room/ area, they should use personal protective equipment including single-use or utility gloves and a plastic apron while cleaning.

If possible, use a **separate bathroom.**

**Clean and disinfect bathrooms at least once a day,** first using regular household cleaner and then after rinsing, using regular **household disinfectant (bleach) containing 0.5% sodium hypochlorite.** If someone else cleans the bathroom that you have used, they should use personal protective equipment including single-use or utility gloves and a plastic apron while cleaning.

**Do not share** eating utensils, towels, bedding with others in your household.

**Utility gloves should be cleaned with soap and water, then decontaminated with 0.5% sodium hypochlorite (bleach).** Single-use gloves and plastic aprons should be discarded. If you have to share a bathroom, clean the bathroom after every use.

**Carers must avoid direct contact with body fluids**, particularly oral or respiratory secretions, and stool. Use disposable gloves and a mask when providing oral or respiratory care and when handling stool, urine, and other waste. Perform hand hygiene before and after removing gloves and the mask.

**Your laundry (clothes, bed linen, towels) should be placed in a laundry bag.** Do not shake soiled laundry to avoid spreading the virus through the air. **Machine-wash laundry at 60–90°C with regular detergent.** If machine washing is not possible, wash laundry using regular laundry soap and hot water in a large container using a stick to stir. Hang washing outside to dry in the sunlight.

If you share a kitchen, avoid using the kitchen at the same time as other people. **If possible, have your meals in your separate room and use separate utensils.** If you have a dishwasher, use this to clean and dry your cutlery and crockery. If you do not have a dishwasher, wash crockery and cutlery using your usual washing-up soap and warm water and dry thoroughly.

**Everyone must perform hand hygiene after any type of contact with you or your immediate environment.** Hand hygiene should also be performed before and after preparing food, before eating, after using the toilet, and whenever hands look dirty. If hands are not visibly dirty, an alcohol-based hand rub can be used. For visibly dirty hands, use soap and water.

**What else can help in preventing the spread of COVID-19 to my loved ones?**

**Visitors should not be allowed** and you should limit contact with pets and animals.

**Limit your number of caregivers.** Ideally, assign one person who is in good health and has no underlying chronic or immunocompromising conditions.

**Shared spaces should be well ventilated.** If a fan is available, point it out of one window and keep another window open to facilitate increased air exchange in the room.



**When can I go out again?**

You can end your home isolation **14 days after discharge from the hospital.** After a 14-day home isolation period, you are considered to no longer be infectious, i.e. you are very unlikely to transmit infection to others. No follow-up laboratory tests will be done during or at the end of your home isolation period. Laboratory tests that only look for coronavirus genetic material in specimens cannot tell us whether you can still transmit infection to others because a positive test may only pick up pieces of dead virus.

**The Lenmed team wishes you well in your recovery and thanks you for exercising the necessary precautions to ensure COVID-19 does not spread.**

**Hospital Details**

**Gauteng**

**Ahmed Kathrada Private Hospital**

Lenasia, Gauteng  
+27 87 087 0642

**Daxina Private Hospital**

Lenasia, Gauteng  
+27 87 087 0644

**Randfontein Private Hospital**

Randfontein, Gauteng  
+27 87 087 2700

**Zamokuhle Private Hospital**

Tembisa, Gauteng  
+27 87 087 0643

**KwaZulu Natal**

**Ethekwini Hospital and Heart Centre**

Durban, KwaZulu Natal  
+27 31 581 2400

**La Verna Private Hospital**

Ladysmith, KwaZulu Natal  
+27 87 087 2600

**Shifa Private Hospital**

Durban, KwaZulu Natal  
+27 87 087 0641

**Northern Cape**

**Kathu Private Hospital**

Kathu, Northern Cape  
+27 87 158 2700

**Royal Hospital and Heart Centre**

Kimberley, Northern Cape  
+27 53 045 0350

**International**

**Bokamoso Private Hospital**

Gaborone, Botswana  
+267 369 4000

**Maputo Private Hospital**

Maputo, Mozambique  
+25 82 148 8600