



COVID-19 UPDATE

31 March 2020

COVID-19 CONTROL OF VISITORS

Mediclinic is conscious of the evolving COVID-19 pandemic, and in an effort to ensure that we are best managing the risk to our patients and staff, the decision has been made to temporarily withdraw visiting hours. While we understand that visiting hours are important to our patients' recovery, we believe that this is currently the most appropriate decision.

These measures will take effect from 1 April 2020.

It is important to note that there will be exceptions to these visitor measures as detailed below:

- Visits to NICU (one parent at a time)
- Visits to paediatric unit (one parent may live in with child)
- Visits to maternity unit (father / partner may visit)
- Visits to critically ill patients (visits per arrangement with hospital management)

This information will be communicated to our patients and their families through our website, social media and through collateral that will be provided for use in your hospitals. Where patients are accustomed to our flexible policies, we appreciate your assistance in communicating our reasoning where relevant.

Mediclinic is working to create other avenues of communication with the family members including regular patient updates and the inclusion of virtual visiting where possible. This will be communicated as the situation evolves.

As the local situation evolves, the above decision will be reassessed.

Kind regards,

Wimpie Aucamp

Chief Operating Officer
Mediclinic Southern Africa