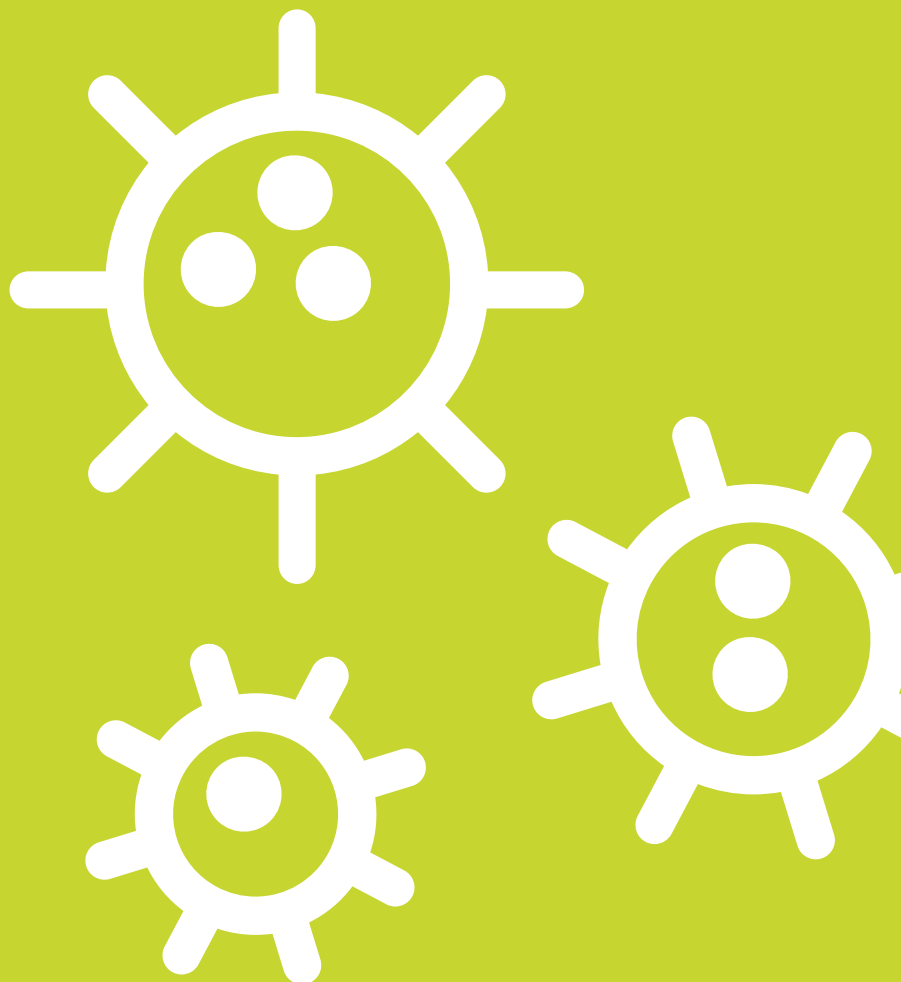


A GUIDE TO COVID-19

GUIDANCE ON HANDLING COVID-19 EXPOSURE



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SYMPTOMS OF COVID-19

You may have COVID-19 if you have a sudden onset of one or more of the following symptoms:



FEVER



COUGH



SHORTNESS
OF BREATH



SORE
THROAT

WHAT YOU SHOULD DO IF YOU HAVE A SUDDEN ONSET OF THESE SYMPTOMS



STAY HOME, EXCEPT TO GET MEDICAL CARE

Stay home: Most people with COVID-19 have a mild illness and can recover at home without medical care. Self-medicate your symptoms using a paracetamol product (such as Panado) for fever and other products which are available at a pharmacy on the advice of a pharmacist (for instance, a product to relieve phlegm, such as ACC200). Do not leave your home, except to get medical care. Do not visit public areas.

Stay in touch with your doctor: Call before you receive medical care. Be sure to receive care if you have trouble breathing, experience persistent pain or pressure in the chest, are confused, weak and tired and unable to get out of bed, have bluish lips or face, or if you think it is an emergency.

Avoid public transportation: Avoid using public transportation or taxis.



DO NOT GO TO WORK

Stay at home: You help to reduce the chance of infecting colleagues and patients.

Call your MHR coordinator: Report your illness to your MHR call centre (after hours) or MHR coordinator (office hours). He/She will advise you to stay home and seek medical attention.



GET TESTED FOR COVID-19

Go to your nearest testing site: Before you leave your home, put on a mask (a cloth mask will suffice) and wash your hands. Take hand sanitiser with you. Perform hand hygiene after touching any surface and do not touch your face. Stay two metres away from anybody. Remember to take your medical aid card and ID document with you to the testing site.

Obtain a reference number from the testing site: Do not leave the testing site without the telephone number and your specimen reference number.

What is the medical cost? If the test is positive and if you have been in contact with someone at work whose COVID-19 status has been confirmed, your case will be reported to the compensation commissioner as an occupational disease. You will be refunded by the compensation commissioner for all medical expenses if the case is accepted.

Inform your MHR Branch Manager of the test result: The moment you receive the outcome of the test result, inform your MHR Branch Manager. The laboratory usually informs you of the results within 24 hours.

WHAT TO DO IF YOU TESTED NEGATIVE FOR COVID-19



STAY HOME, EXCEPT TO RECEIVE MEDICAL CARE

Stay home: If you have a respiratory infection, stay at home until you feel well enough to work. Self-medicate your fever and other symptoms with paracetamol and other over-the-counter medication. Do not leave your home, except to get medical care. Do not visit public areas.

Stay in touch with your doctor: Call before you get medical care. Be sure to receive care if you have trouble breathing, persistent pain or pressure in the chest, are confused, weak and tired, and unable to get out of bed, have bluish lips or face, or if you think it is an emergency.

Avoid public transportation: Avoid using public transportation or taxis.



RETURN TO WORK

If you tested negative for COVID-19 (for instance, you have the flu, a cold or another respiratory infection) you can leave home and return to work after the following four things have happened:

You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)

AND

other symptoms have improved (for example, when your cough or shortness of breath has improved)

AND

the Occupational Health Nurse or your Doctor provided you with a fit-to-work certificate



REPORT TO YOUR MHR BRANCH MANAGER

Inform your MHR Branch Manager you are ready to return to work: If you can tick all of the above boxes, call your MHR Branch Manager. He/She will ask you a few questions and will confirm if you may indeed return to work.

Travelling to work: On your way to work, continue to adhere to social distancing and wear a mask.

WHAT TO DO IF YOU TESTED POSITIVE FOR COVID-19

If you are ill with COVID-19, follow the steps below to care for yourself and to help protect other people in your home and community.



STAY HOME, EXCEPT TO RECEIVE MEDICAL CARE

Stay home: Most people with COVID-19 have a mild illness and can recover at home without medical care. Do not leave your home, except to receive medical care. Do not visit public areas.

Stay in touch with your doctor: Call before you are to receive medical care. Be sure to receive care if you have trouble breathing, persistent pain or pressure in the chest, are confused, weak and tired, and unable to get out of bed, have bluish lips or face, or if you think it is an emergency.

Avoid public transportation: Avoid using public transportation or taxis.



SEPARATE YOURSELF FROM OTHER PEOPLE AND PETS IN YOUR HOME — THIS IS KNOWN AS HOME ISOLATION

Stay away from others: As much as possible, maintain a distance of one and a half to two metres from others at all times. Wear a cloth mask that you wash regularly — the mask should be washed with soap and water, without using any chemicals. After washing, let the mask dry properly, preferably in the sun, and then iron it. You should stay in a specific 'sick room', if possible, and away from other people and pets in your home. Use a separate bathroom, if available.



CALL AHEAD BEFORE VISITING YOUR DOCTOR OR CLINIC

Call ahead: Many medical visits for routine care are being postponed or done telephonically. If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the people in the office to protect themselves and other patients.



IF YOU ARE SICK, WEAR A CLOTH MASK COVERING YOUR NOSE AND MOUTH

Wear a mask or cloth: You should wear a cloth mask over your nose and mouth if you must be around other people, even at home.

Note: During the COVID-19 pandemic, medical-grade face masks are reserved for healthcare workers on duty. You may need to improvise with a cloth face mask, scarf or bandana. The mask should be washed regularly with soap and water, without using any chemicals. After washing, let the mask dry properly, preferably in the sun, and then iron it.



COVER YOUR COUGHS AND SNEEZES

Cover: Cover your mouth and nose with a tissue or use a flexed elbow when you cough or sneeze.

Dispose: Throw used tissues in a lined bin.

Wash hands: Immediately thereafter, wash your hands with soap and water for at least 20 seconds or rub your hands with an alcohol-based hand sanitiser that contains at least 70% of alcohol for 20 to 30 seconds.



CLEAN YOUR HANDS OFTEN

Wash hands: Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing or sneezing, going to the bathroom and before eating or preparing food.

Hand sanitiser: Alternatively, an alcohol-based handrub can be used that contains at least 70% alcohol covering all surfaces of your hands and rubbing them together until they feel dry.

Soap and water: Soap and water should be used when hands are visibly dirty.

Avoid touching: Avoid touching your eyes, nose and mouth with dirty hands.



AVOID SHARING PERSONAL HOUSEHOLD ITEMS

Do not share: Do not share dishes, drinking glasses, cups, eating utensils, towels or bedding with other people in your home.

Wash thoroughly after use: After using these items, wash them thoroughly with soap and hot water or put them in the dishwasher.



CLEAN ALL SURFACES THAT ARE OFTEN TOUCHED, EVERY DAY

Clean and disinfect

- Routinely clean surfaces that are touched often in your 'sick room' and bathroom.
- Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- If a caregiver or other person needs to clean and disinfect a sick person's bedroom or bathroom, they should do so only as needed. The caregiver or other people should wear a mask and wait as long as possible after the sick person has used the bathroom.

Surfaces that are often touched, include telephones, keys, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets and bedside tables.

- Clean and disinfect areas that might have stool or body fluids on them.
- **Household cleaners and disinfectants:** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- Be sure to follow the instructions on the label to ensure the safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure that germs are killed.



MONITOR YOUR SYMPTOMS

Take your temperature every day: Take your temperature every day; if it increases, contact your healthcare provider.

Trouble breathing is a more serious symptom that means you should get medical attention.

If you are having trouble breathing, seek medical attention, but call first:

Call your doctor, clinic or hospital before going in and tell them your symptoms. They will tell you what to do.

Wear a face mask (covering your nose and mouth): Put on the cloth mask when you leave your house or when you are around other people. You do not need to wear cloth face-covering if you are alone. If you cannot put on cloth face-covering (because of trouble breathing, for example), cover your coughs and sneezes in some other way. Try to stay at least two metres away from other people. This will help protect the people around you.

Follow instructions from your healthcare provider.



WHEN TO SEEK MEDICAL ATTENTION

If you develop **emergency warning signs** for COVID-19, **receive medical attention immediately.**

Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- Unusual confusion or inability to rise
- Bluish lips or face

*This list is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

If you have **a medical emergency and need to call 084 124**, notify the operator that you have COVID-19. The Mediclinic COVID-19 hotline number on **0860 24 00 24** is also available. If possible, put on cloth face-covering that covers your nose and mouth to protect other people.

RETURNING TO WORK AFTER RECOVERING FROM COVID-19



WHEN TO RETURN TO WORK

If you tested positive for COVID-19, please follow these guidelines to determine whether you may leave home and return to work.

If you tested positive and **displayed symptoms**, you may return to work when:

- ✓ At least 10 days have passed since symptoms first appeared or since you tested positive
AND
- ✓ you have had NO fever for at least 72 hours AND have clinically improved
AND
- ✓ you have undergone a medical evaluation, and obtained a fit-to-work certificate from your doctor

If you tested positive but were **asymptomatic (i.e. you displayed no symptoms)**, you may return to work when:

- ✓ At least 10 days have passed since you tested positive
AND
- ✓ you exhibit NO symptoms
AND
- ✓ you have undergone a medical evaluation, and obtained a fit-to-work certificate from your doctor

Please note that no test is required in order to return to work if the above requirements are met. This is in line with the Department of Employment and Labour's Consolidated COVID-19 Direction on Health and Safety in The Workplace (regulations no. 11128, vol. 660 issued, 4 June 2020).



RETURN TO WORK PRACTICES AND WORK RESTRICTIONS

After returning to work, a healthcare worker should:

- Wear a face mask at all times while in the healthcare facility.
- Be restricted from contact with severely immunocompromised patients.
- Adhere to hand hygiene and respiratory hygiene (for instance, cover your nose and mouth when coughing or sneezing and dispose of tissues in bins).
- Self-monitor for symptoms, and seek re-evaluation if respiratory symptoms recur or worsen.



REPORT TO YOUR MHR BRANCH MANAGER

Inform your MHR Branch Manager you are ready to return to work: If you can tick all of the above boxes, call your MHR Branch Manager. He/She will ask you a few questions and will confirm if you may indeed return to work.

WHAT TO DO IF YOU HAVE BEEN EXPOSED TO SOMEONE WHO HAS COVID-19



WHAT IS HIGH-RISK AND LOW-RISK EXPOSURE?

You have had a high-risk of exposure:

If you had face-to-face contact (**within 1 metre**) with a confirmed COVID-19 patient/other healthcare worker for **more than 15 minutes** in a closed environment **without appropriate PPE**. The PPE should be appropriate for the situation and tasks performed. (Mask / respirator / gloves / goggles or visor / gown or apron)



If you have direct face-to-face contact (**within 1 metre**) with a confirmed COVID-19 patient/other healthcare worker or the patient environment for **more than 15 minutes without appropriate PPE and without**



performing hand hygiene after contact. (Examples: made the bed, performed wound care, inserted an intravenous catheter, handled dirty medical equipment, conducted a vital sign assessment or a physical examination, assisted the patient to the bathroom, assisted the patient to sit up in bed, cleaned the room, etc.)



If you were present when any aerosol-generating procedures were performed **in a poorly ventilated area without the necessary AGP PPE**. (Examples include nebulisation, intubation, open airway suctioning, collection of sputum, tracheotomy, cardiopulmonary resuscitation, etc.)



If you had any **unprotected contact** with the respiratory secretions of a confirmed COVID-19 patient or healthcare worker **without performing hand hygiene afterwards**. (Examples include coughing in your face, or handling sputum secretions without gloves.)

You have had a low risk of exposure:



If you were more than one metre away from someone with COVID-19 for less than 15 minutes and without the appropriate PPE, such as a mask and eye cover.



If you were in close contact (within one metre) of someone who has COVID-19 and were wearing appropriate PPE, such as a mask and eye cover.

WHAT TO DO IF YOU HAVE HAD HIGH-RISK EXPOSURE

If you have had high-risk exposure according to the tick boxes above, take the following steps:



REPORT THE INCIDENT

Report the incident to your line manager at the client and your coordinator (office hours) or call centre (after hours). Complete the incident report form as received from the client.



SELF-QUARANTINE

You have to go home and self-quarantine for seven days. You should then be tested on the fifth day and, if negative, you can return to work with a mask.

Quarantine is used to keep you away from others. Someone in self-quarantine stays separated from others and they limit movement outside of their home or current place of residence. Quarantine helps limit the further spread of COVID-19.



MONITOR FOR THE DEVELOPMENT OF SYMPTOMS

Take your temperature every day: Common symptoms of COVID-19 include fever and coughing. If you have a thermometer, take your temperature every day and report it as requested by the client or MHR.

If you experience any of the symptoms of COVID-19, contact and inform your doctor and MHR Branch Manager about your symptoms as you should be tested.



IF YOU DEVELOP SYMPTOMS, GET TESTED FOR COVID-19

Go to your nearest testing site: If the exposure took place at a Mediclinic hospital, contact the the Occupational Health Nurse or responsible Professional Nurse who will tell you where to get tested. He/She will also email or WhatsApp you the forms you need to take to the testing centre. If the exposure took place at another client, please contact you MHR Branch Manager to inform you what your next step must be. Before you leave your home, put on a mask (a cloth mask will suffice) and wash your hands. Take hand sanitiser with you. Perform hand hygiene after touching any surface and do not touch your face. Stay two metres away from anybody. Remember to take your medical aid card and ID document with you to the testing site.

Obtain a reference number from the testing site: Do not leave the testing site without their telephone number and the specimen reference number.

Who pays for the test? For Mediclinic, the Occupational Health Nurse will arrange for testing and the bill will be paid by MHR. For non-Mediclinic clients, the MHR Branch Manager will arrange payment of the bill.

Can I reclaim the money? If the test is positive and if you have been in contact with someone whose COVID-19 status has been confirmed at your place of work, your case will be reported to the compensation commissioner as an injury on duty. You will be refunded by the compensation commissioner and all medical expenses will be paid if the case is accepted.

Inform the MHR Branch manager of your test result: The moment you receive the outcome of the test result, inform your MHR Branch Manager. The laboratory usually informs you of the results within 24 hours.

If you tested positive for the COVID-19 virus, follow the guidance provided on page 3.



WHEN TO RETURN TO WORK

If you have had high-risk exposure, you will be able to return to work when:

- ✓ **At least five days have passed since exposure**
AND
- ✓ **NO symptoms are exhibited**
AND
- ✓ You have undergone a medical evaluation and a **negative COVID-19 test on day five**, and obtained a fit-to-work certificate from the Occupational Health Nurse if your exposure was at Mediclinic, or your doctor

Return to work once your test result is available and negative. Continue with symptom monitoring daily by doing self-monitoring. If symptoms develop during isolation, you should be tested for COVID-19. If you are COVID-19 positive, please follow the guidelines on page 3.



REPORT TO YOUR MHR BRANCH MANAGER

Inform your MHR Branch Manager you are ready to return to work: If you can tick all of the above boxes, call your MHR Branch Manager. He or she will ask you a few questions and will confirm if you may indeed return to work.

Completing the forms: The MHR Branch Manager will also ensure that all the necessary forms, where applicable, were completed, such as reports to the compensation commissioner (if it was a workplace exposure).

WHAT TO DO IF YOU HAVE HAD LOW-RISK EXPOSURE

If you have had low-risk exposure, according to the boxes ticked above, take the following steps:



CONTINUE TO WORK AND SELF-MONITOR FOR THE DEVELOPMENT OF SYMPTOMS

Continue to work: You must continue to work wearing a mask at all times when at work, must wear the appropriate PPE when indicated and must adhere to IPC principles.

Daily monitoring: You will need to monitor yourself daily.

Developing symptoms: If you experience any of the symptoms of COVID-19, contact your MHR Branch Manager or Occupational Health Nurse if your exposure was at Mediclinic and follow the guidelines on page 1.