

# Covid-19 Communication

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



Our staff and facilities are **prepared** for the COVID-19 outbreak.



Our procedures are aligned with the **NICD guidelines**.



## 5 Must-Know Topics on Coronavirus (COVID-19)



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## About this guide

This guide was developed with the intention of assisting healthcare professionals and other stakeholders to share credible information on COVID-19. The topics covered include what the COVID-19 is, how it spreads, common and severe symptoms, steps to take if you have been exposed and the importance of credible sources.

Lenmed has developed this communication to safeguard the health of all our stakeholders. Our staff and facilities are prepared for the COVID-19 outbreak. Lenmed is aligned with the NICD guidelines and our facilities and emergency units are operating as usual.

Lenmed operates in the interest of patient and community safety. The information provided is based on current information on 10/03/2020. This is advice only, it does not replace consultation with a healthcare professional.

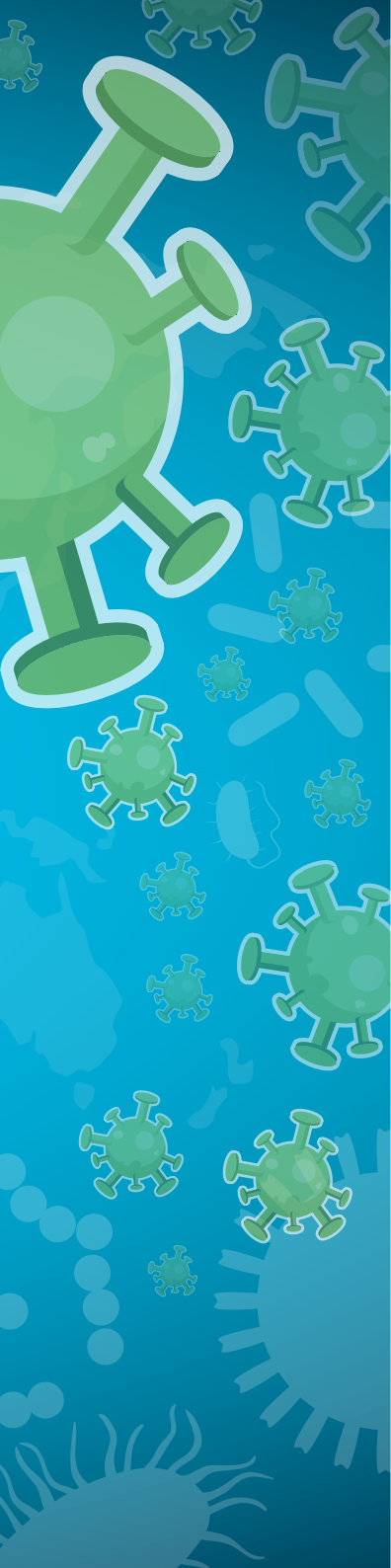
This conversation guide was designed to be used with visual supporting tools. For access to these visuals or any queries regarding this guide contact Michelle Naidoo, Group Marketing Manager at [michelle.naidoo@lenmed.co.za](mailto:michelle.naidoo@lenmed.co.za)

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## 5 Must-Know Topics Coronavirus (COVID-19)





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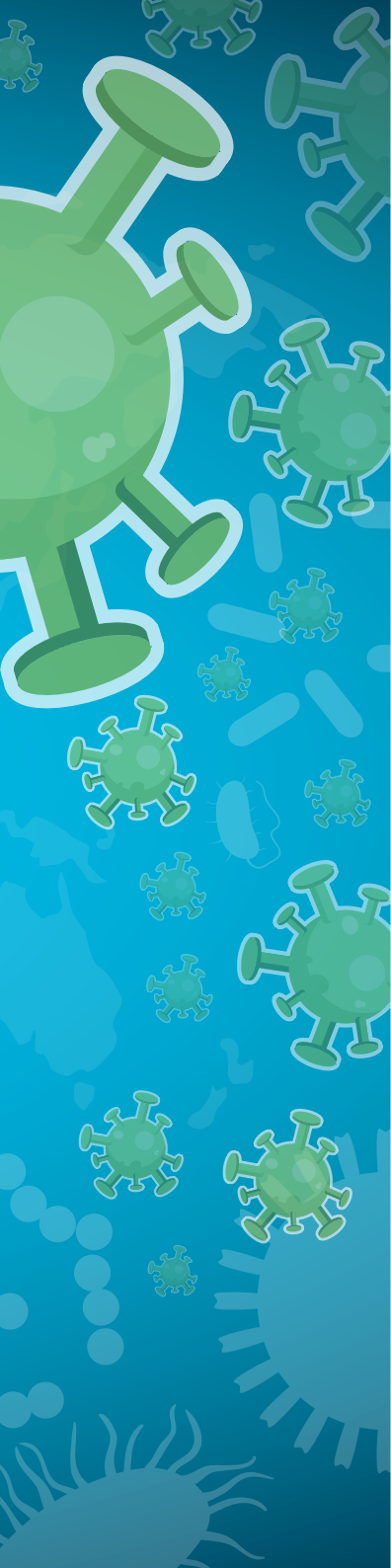
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## 5 Must-Know Topics Coronavirus (COVID-19)





# Topic 1

## COVID-19

### introduction

# What is COVID-19?

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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.

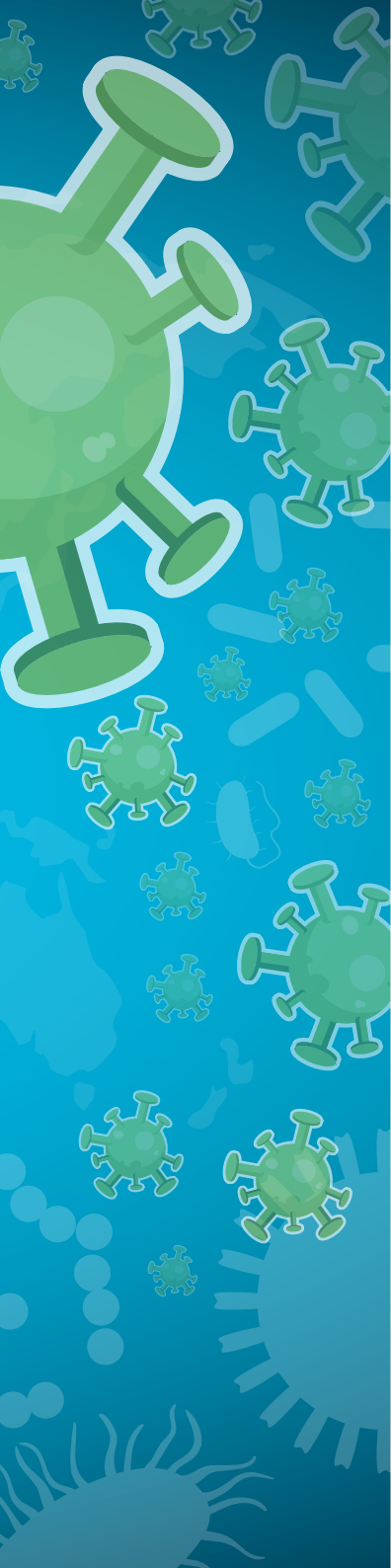
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**5 Must-Know Topics**  
**Coronavirus (COVID-19)**



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## Topic 2

### How it is spread and preventative measures to take

# How it is spread

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

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:

1. Avoid exposure or close contact with sick people or those that have cold or flu-like symptoms.
2. Stay home if you are sick.
3. 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 60% alcohol. Wash your hands:
  - o Before touching your face
  - o After coughing or sneezing
  - o When caring for someone who is sick
  - o Before, during and after preparation of food, and also before eating

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# How it is spread continued

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- o After using the bathroom
  - o Directly after handling animals or animal waste
  - o When your hands are visibly dirty
4. Avoid touching your eyes, nose and mouth with unwashed hands.
  5. 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.
  6. Do not share food, utensils, cups or towels.

## How to wash your hands properly:

- Wet both hands and apply soap
- Ensure to clean:
  - o Palms
  - o Back of hands
  - o Between fingers
  - o Each finger and thumb
  - o Underneath your fingernails
  - o Wrists
  - o Back of hands
- Rinse and dry properly
- Remember to be water wise

Washing your hands for 20 seconds – this is enough time to sing “happy birthday” twice.

## Should I wear a face mask?

If you are displaying symptoms of the virus, you can wear a mask to prevent the virus from spreading.

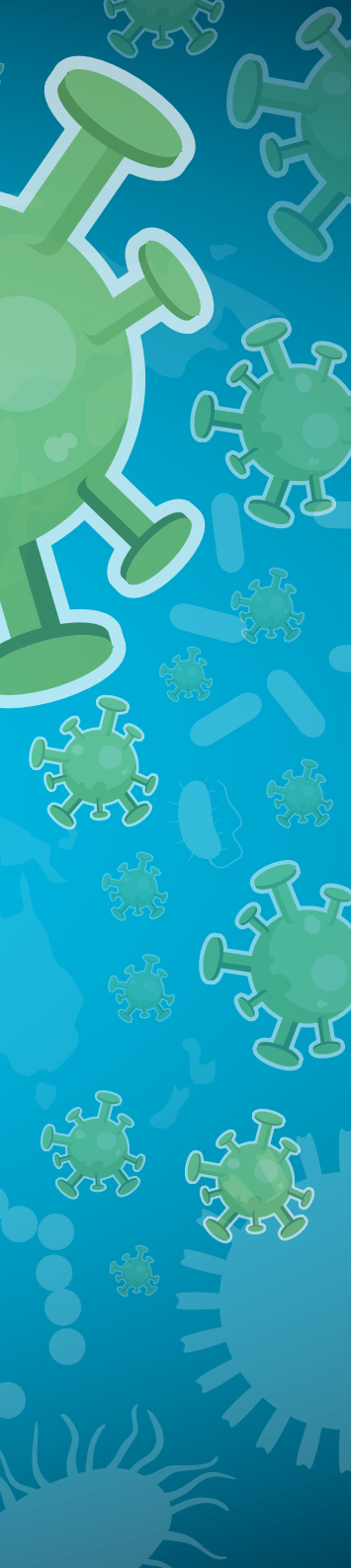
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## Topic 3

# Symptoms and likely outcomes of COVID-19

# Symptoms

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## 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

Symptoms appear within 2–14 days after exposure.

The likely outcomes of infected patients:

- 80% of patients will experience mild flu-like symptoms
- 15% of patients will experience more severe symptoms and will require hospitalisation
- 5% of patients will be critically ill and may need to be in ICU

## Who is most at risk?

People with the following conditions are more likely to experience severe symptoms:

- A weak immune system
- Cardiac or respiratory diseases
- Elderly people

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## Topic 4

# Exposed or potentially exposed persons

# Exposure

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Steps to take if you think you have been exposed.

If a person is experiencing mild flu-like symptoms, they must:

- Contact their doctor immediately
- Ask for advice
- Stay at home – SELF ISOLATE

If a person is experiencing a persistent high fever and difficulty breathing, they must:

- Contact their doctor and/or nearest Emergency Unit
- Call ahead and make arrangements on how to enter the practice or the Emergency Unit

The healthcare professionals will advise on the next steps.

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## Topic 5

# Real versus fake news

# Real versus fake news

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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)
  - o Website: [www.nicd.ac.za](http://www.nicd.ac.za)
  - o Tell: +27 80 002 9999
- World Health Organisation (WHO)
  - o Website: [www.who.int](http://www.who.int)
- Department of Health: Republic of South Africa
  - o Website: [www.health.gov.za](http://www.health.gov.za)

All staff working within the hospital setting, including Lenmed employees, practices and outsourced service providers, must not share confidential patient information or internal communications with external community members.

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