



Provision of services during nationwide lockdown

Dear Member

By now, you must be familiar with the announcement that was made by President Ramaphosa on 23 March 2020 regarding the forthcoming 21-day nationwide lockdown.

In a radical effort to disrupt and curb the further spread of COVID-19 in the country, President Ramaphosa announced a nationwide lockdown which will take effect from midnight on Thursday, 26 March to midnight on Thursday, 16 April 2020.

During this lockdown, all people are commanded to stay at home, except the following categories of people who will be exempted from this lockdown: health workers in the public and private sectors, emergency personnel, those in security services – such as the police, traffic officers, military medical personnel, soldiers – and other persons necessary for the response to the pandemic.

During this period, individuals will not be allowed to leave their homes except under strictly controlled circumstances, such as to seek medical care, buy food, medicine and other supplies or collect a social grant. All shops and businesses will be closed, except for pharmacies, laboratories, banks, essential financial and payment services, including the JSE, supermarkets, petrol stations and health care providers.

Polmed remains committed to working with the government to stop the further transmission of the COVID-19 virus, but without compromising the quality of healthcare services offered to its members.

However, to comply with the requirements of this pronouncement and social distancing, Polmed has put the following measures in place:



- Polmed's primary Call Centres for member queries and pre-authorisations will remain open with a reduced number of employees to assist members with their requirements.
- However, to successfully implement the social distancing requirements, **we strongly encourage members instead to make use of digital platforms during this period.** Please email all your queries to polmed@medscheme.co.za, and consultants will contact you within 24 hours.
- For **pre-authorisation**, please email all your requests to polmedauthorisations@medscheme.co.za, and consultants will contact you within 24 hours.

In addition, all member outreach campaigns are suspended as an additional safety measure during the lockdown period. Regional offices will also close.

Polmed is confident that the above measures will ensure continued service delivery to members while helping to curb the spread of the virus at the same time.

Polmed encourages you to continue being vigilant all the time and help the nation to contain the spread of the virus as much as possible.

Yours faithfully,

Ms Neo Khauee
PRINCIPAL OFFICER

