

# NAMDEB

Medical Aid Scheme

◆ DEBMARINE NAMIBIA | ◆ NDTG | ◆ NAMDEB



17 December 2020

## Member Communique – December 2020

We look back at a challenging year and as we look ahead, we realise that 2021 will equally be a challenging one. The Board of Trustees value your membership and try to live up to your expectations and to give you and your families peace of mind that your healthcare needs are well covered and in good hands. We thank you for choosing the Namdeb Medical Aid Scheme as the medical aid provider of their choice and looking after your medical aid.

As we get older we're challenged with changes to our lifestyle, health status and we all have to take due care of the increased risks. Please tell us where we can be of more support to you and we are sure that Prosperity Health had been in contact with you if you are registered as part of the Scheme wellness and chronic illness support program. To ensure that you receive the Scheme communications through emails, sms and other please make sure that your contact details on the administration system is updated!

We wish to update you on three important matters that will assist you in taking even better care of you and your families' health.

### 1. **E-Med Rescue 24 appointed as the Scheme Preferred Provider with effect 1 January 2021**

The provision of ER services and appointment of an Emergency Evacuation contractor for the Scheme was under review and consideration since February 2020. This was followed by a comprehensive tender process that was launched in the public press during September 2020. After a comprehensive review process by the Tender Evaluation Committee and the ultimate appointment was made on 26th November 2020 by the Board of Trustees. EMed Rescue 24 was appointed as the preferred provider for such services effective the 1st of January 2021. The appointment include both air and road ambulance services within Namibia and in the SADC region and that will be provided in terms of the approved "Emergency Medical Service Provider Dispatch Protocols".

The notice serves to inform members that E Med Rescue has been appointed as the Namdeb Medical Aid Scheme Preferred Provider and that the costs for evacuation services is now carried as an inclusive benefit by the Scheme covering Namibia and neighboring countries.

**As a result of the new arrangement in place, members are no longer required to pay the monthly “Rescue Me” fee for ambulance and emergency services.**

### **Medical Emergencies**

E-Med Rescue 24 will provide cover air and road ambulances services to all Namdeb Scheme Members. In case of medical emergencies, members should contact Prosperity Health Managed Care Department on +264 811457233 and or EMed Rescue 24 on quick dial 924. Please refer to the page 4--7 for the additional E Med Rescue 24 services pamphlet as indicated below:

- **Keep the following Emergency contact number available or save on your cellphone for in case of an emergency:**



- **How to download the emergency panic alert**

### **MOBI-HEALTH**

**(Download the “Prosperity Connect” App from “Playstore or the App store” )**

- **How to launch a panic alert successfully**

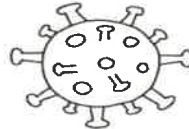
**Simply press the panic button on your cellphone and it will transmit the alert and the location and GPS coordinates to the Emed Call Center**

- Emed will send within seconds a SMS that the alert had been received
- Then call you to verify the case and confirm your location/GPS position that they have automatically received.



**In the event that Emed is unable to provide the services the Prosperity Health Managed Care manager on duty will immediately assign another ER company to provide the road and or air service. Likewise for any need or request for services in South Africa Prosperity Health Managed Care will assign and authorize a South African base air or road ambulance service to do the evacuation.**

## CORONAVIRUS



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### **2. COVID-19**

Namibia, have seen a sudden spike in Covid cases over the past few weeks and it is anticipated that the country has been hit by a second wave.

#### **Hospital Admissions due to Covid-19 members**

As a result of the recent increase in cases, the private hospitals may experience a sudden increase in admissions which may result in shortage of beds at times due to the high demand. In exceptional cases like during that past week, private medical aid members could be referred for admission in State facilities. Be rest assured that you will be well cared for in the State facilities.

As State Hospitals don't offer managed care services which means that they don't confirm with the Namdeb Scheme when a member is admitted. Thus, in such events, members are requested to inform Prosperity Health Managed Care on + 264 811457233 immediately and we will render whatever support you may require and Managed Care will also assist to facilitate your transfer to a private hospital when beds become available.

**Members are encouraged to take the necessary pre-caution and to adhere to the respective regulations applicable in the country or region that they are currently present.**



### 3. COVID-19 TESTS DUE TO TRAVELLING PURPOSES

Members who requires a Covid Test due to travelling purposes (Non-Medical) at Pathcare Laboratories in Namibia. Members should please note of the following information before they go for a test to Pathcare:

- Go to [www.pathcarenamibia.com](http://www.pathcarenamibia.com)
- Click on COVID-19.
- Complete the two forms mentioned below electronically and print once complete
- COVID-19 Travel Test Request form – Ensure all your details including your name, passport number, travel date and time is accurate as any errors with this may result in you results being rejected by the airlines or border officials.
- COVID-19 Case Investigation form – required by Namibian government – Ministry of Health & Social
- You advise to verify the procedures and as a result of vast increasing numbers they have this week only tested 250 patients per day, certain days did not test travelers and people queued for hours before the lab opening at 08h00.

The following documents are required and should be presented when you go for the Covid -19 test.

- Completed forms, if forms have not been completed beforehand, you will be asked to complete them off site and will only be allowed in the queue once your forms are completed.
- Passport/ID with a photocopy thereof.

- Test cost is N\$ 850 and payment can be made by Credit/Debit card/ Cash or EFT (bank details below). Payment is to be made before you are swabbed for the test.
- **NB: Namdeb Medical Aid Scheme will not reimburse members for Covid-19 screening test in respect of travel requirements. The cost will be need to paid by the member in accordance with the arrangements communicate.**

#### **How soon are test results available?**

Usually within 36-48 hours after the sample is received in the Windhoek Pathcare laboratory. Add approximately 18 hours if your swab is collected outside of Windhoek as this test is performed only in Windhoek.

#### **Receiving test results:**

- Your result will be forwarded via SMS or emailed to you.
- Please ensure that your cellphone number (including international code, if it is not a Namibian number) and email address are CLEAR & LEGIBLE in the space provided (see below)
- Should you need a printed and stamped result please visit our laboratory during working hours, after you have received your results by SMS, bring along your Passport or ID.
- If you have not received your result, please call The Pathcare COVID hotline number at 0811221472 or email [covids@pathcarenamibia.com](mailto:covids@pathcarenamibia.com), at least 10 hours before you are scheduled to leave.

#### **When & Where to go for a test?**

**Swabbing times for travelers will be as follows:**

##### **Pathcare Eros:**

Monday to Friday: 07h00 to 15h00 Saturday: 8h00 – 11h00 Sunday/PH: 10h00 – 13h00

##### **Lady Pohamba Private Hospital:**

Monday – Friday: 10h00 – 12h00, 14h30 – 16h30

##### **Roman Catholic Hospital**

Monday – Friday: 7h00 – 15h00

##### **Walvis Bay Pathcare:**

Monday – Friday: 7h30 – 15h00 Saturday: By appointment only

##### **Swakopmund Pathcare:**

Monday – Friday: 8h00 – 15h00 Saturday: By appointment only

##### **Otjiwarongo Pathcare:**


Monday – Friday: 8h00 – 15h00

#### **How long before you travel should you get tested?**


- This depends on the requirements of your destination country and mode of travel.



**EMed Rescue 24 – added tools for your convenience and use in time of emergency**



**WE'VE DROPPED THE 081**



**NOW YOU CAN SIMPLY DIAL**

**924**

- INTERNATIONAL +264 61 411 600 -

TO CALL E-MED RESCUE 24  
BECAUSE EVERY SECOND  
COUNTS!

[www.emedrescue.com](http://www.emedrescue.com)

## HOW TO DOWNLOAD:

Please ensure your device has the required data as well as airtime available before you can successfully download the E-Med Rescue Panic Button.



**STEP 1**  
Download, install and open the E-Med Rescue mobile application from Google Play or the App Store.



**STEP 2**  
Once Downloaded, click on register, complete the registration steps and accept the terms and conditions. Please wait for a sms stating that your account has been successfully created while awaiting activation or call +264 61 411 600 for assistance.



**STEP 3**  
Once activated, you will receive a sms with your personal credentials. Please close the application on your device and restart the E-Med app to enable you to obtain your RED Panic button.



**STEP 4**  
Login by using your mobile number (do not use area code) and date of birth. Once completed click on Login and wait for your personal detail page.

**STEP 5**  
Now launch your panic button indicated below the page and wait for the Red Panic button to appear.




Once your panic button has been activated, it will always appear when you open the panic profile page, otherwise open your personal profile as indicated below the screen. Note that your personal details can only be changed by one of the E-Med assistance agents (+264 61 411 600). Please make sure you always close your application after use to enable your phone to restart the application properly when activated again. Please forward us a text panic after successfully downloading the application ensuring you know how it works in case of an emergency.

Get your **E-Med Rescue Panic Button Application Today!**





For more details on how to successfully launch the emergency panic, please visit the Namdeb Scheme website on: [www.namdebmedical.com.na](http://www.namdebmedical.com.na)


After successfully sending the emergency panic you will be notified of the following: **"We will contact you shortly, or call when the green button appears"**



Thereafter a grey button will appear advising you that EMed will contact you shortly.



After 50 seconds the grey button will change to green which can be used to phone the EMed 24hour Call Centre directly. This option is in case of a poor or disrupted data signal to still enable the person in distress to try to make contact with the emergency Call Centre.



Please make sure you always close your application after use to enable your phone to restart the application properly when activated again.

**Troubleshooting:**  
Your panic may possibly have had to go through to the Call Centre due to the fact that your location is being determined as accurately as possible.

Your panic may also not go through at all due to:  
 • Insufficient data or service left on your device or signal  
 • No network connection in a particular area  
 • The phone network is down




What to do in case of panic failing to go through:  
 • Close the application on your device and restart the EMed app and panic again.  
 • Call our 24hour Namdeb for assistance

**Helping:**  
Please advise us on +264 61 411 600, should you have any difficulty in launching your emergency

**EMED RESCUE 24**

**EMED RESCUE 24**

How to successfully launch your emergency panic

**How to use the Panic button:**

The following will guide you to a successful launch of an emergency panic to the EMed Rescue 24hour Call Centre:

**Please ensure that on your device:**

1. Data Network is switched ON
2. Your Location is switched ON
3. Has the required data as well as airtime available

Should you choose to panic with Data and/or Location switched off, the following guiding steps may help you.

By opening the EMed Panic page, with your data and /or location in the off mode, your phone will guide you through the following indicating:

**"To continue, turn on device location services"**



This will help us locate your position. If you choose not to make use of this option, then simply press the Red emergency button for the system to still send us your panic but this time without your location.

If the device location is in the On mode, your device will immediately open the red panic button screen which you may click in case of an emergency.



Another screen may pop up - in case your device data network is in the off mode:

**"no network connection available, check data connection status"**

Ensure your device data network service is switched ON before launching a panic. Your device will, however, send an emergency panic to the Call Centre regardless of your data network connection status.

By clicking "OK" your device will make use of a sms to send your panic to the 24hour Call Centre.

Apple phone users will be asked to forward a self generated sms by simply clicking on the green arrow indicated in the right corner of the screen.



You will then receive a sms stating **"your panic has been successfully received and EMed is attending to your emergency - with a reference number"**







How to successfully launch your emergency panic



**How to use the Panic button:**

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*"To continue, turn on device location services"*



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This will help us locate your position. If you choose not to make use of this option, then simply press the Red emergency button for the system to still send us your panic but this time without your location.

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Another screen may pop up - in case your device data network is in the off mode:

*"no network connection available, check data connection status"*



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Enjoy a peaceful and blessed Festive Season and remember to stay safe as the second wave of Covid-19. If you drive, take care, rest well and trust we all safely back to make 2021 a rewarding year.

Regards,



Callie Schäfer  
Principal Officer  
Namdeb Medical Aid Scheme



**NAMDEB**

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