Globally and locally, the COVID-19 pandemic is impacting society on many levels, and businesses both large and small are required to manage an unprecedented operating environment. In particular, executives and their management teams are expected to not only deal with the personal impact of COVID-19, but also the profound impact on their business and their people.

For management teams, the challenge is to provide a clear course of action that protects their business and their people during this time. The emerging evidence is clear that quick and decisive mitigating actions have the greatest impact on the course of COVID-19.

Discovery, in partnership with MSO International, has developed dedicated COVID-19 business support services for management teams. These support services can assist you and your management teams in formulating and executing an effective response to COVID-19 to protect your employees during this outbreak.

INTRODUCING DISCOVERY COVID-19 BUSINESS SUPPORT

Discovery COVID-19 Business Support empowers you in your COVID-19 related employee engagements to make timely, informed decisions and offers guidance to your employees who need support or may have questions and concerns about COVID-19.

The service provides a support centre of healthcare professionals at multiple levels of expertise to support you and your employees across prevention methods, symptom identification, employee risk classification and testing as well as mitigation against misinformation that can distract from clinical health prevention support.

DISCOVERY COVID-19 BUSINESS SUPPORT INCLUDES:

1. | Support for management

Senior management will have continuous access to the most up-to-date COVID-19 information and a set of targeted interventions through various channels and resources.

Access to a dedicated 24/7 COVID-19 hotline

A team of healthcare professionals will be available 24/7 to empower employers with the latest information and guidance relating to COVID-19, as well as telephonic screening, triage, risk classification and onward referrals for suspected cases.

These services include:
- General information, advice and guidelines on all Covid-19 related issues
- Navigation and guidance on medical aid and healthcare benefits
- Clinical support and advice on potential positive cases
- Telephonic screening including determining the extent of possible exposure, triage and referrals to a healthcare professional, for suspected cases
Access to the integrated employer toolkits including:

Discovery COVID-19 information hub
- The information hub includes:
  o Accurate and up-to-date information on COVID-19 including infection rates, how to identify symptoms and information on how to curb the spread of infection through education and awareness
  o Employer toolkits comprise of informational emails, posters and infographics that can be downloaded and forwarded directly to your employees
  o COVID-19 newsletters, webinars and videos

Discovery Healthy Company employer toolkit
- A set of tools to support employee wellbeing during the pandemic:
  o Employee wellbeing campaigns
  o Wellness Adviser support for planning and execution
  o Access to emotional and financial wellbeing support

2. Case management for suspected COVID-19 cases

In the event of a suspected case, employees will be referred by the employer to the COVID-19 hotline where a comprehensive screening and triage process will be performed including:

- Telephonic screening including the assessment of the extent of exposure
- Clinical advice on next steps based on employees' risk category
- Advice and facilitation of testing as per NICD guidelines
- Coordination with the medical scheme for payment
- Ongoing support in positive cases of COVID-19 including:
  o Daily check-ins
  o Progress tracking
  o Isolation support
  o Re-testing for return to work

In the event of a positive COVID-19 case, Discovery will facilitate tracing to understand the extent of the exposure in the workplace, guidance on disinfection protocols and daily reporting for executive management on all suspected and confirmed cases.

Pricing

Pricing for Discovery COVID-19 Business Support has been set to at a level to cover operating costs only and no profit margins have been included in the pricing of this product.

Pricing is from R19.95 per employee per month, subject to a minimum of R10 000 per employer per month. Pricing for case management is based on the employer’s unique circumstances and is quoted either based on utilisation or can be bundled into a single fee.

Contact us for a quote, by emailing CovidBusinessSupport@discovery.co.za.