

HOW DISCOVERY COVID-19 BUSINESS SUPPORT WORKS, FROM A SUSPECTED COVID-19 CASE TO RECOVERY FROM THE VIRUS

COVID-19 interrupts people's lives in a variety of ways. Through Discovery COVID-19 Business Support you have the opportunity to look after your employees during the COVID-19 pandemic. The COVID-19 Business Support team facilitates case management, contact tracing and supports employees during the entire process. Read this case study to give you a better idea of an employee's experience with Discovery COVID-19 Business Support, through a real-life example.

Our main goal with Discovery COVID-19 Business Support is to keep employees as safe as possible, while restricting the spread of the virus between employees as well as other people they may be in contact with.

We base the way we manage the COVID-19 for employees on the incubation period for COVID-19 where clinical evidence has shown that the typical incubation period for

COVID-19 is five to six days, but it can be as long as 14 days in some cases.

We base the contact tracing on the fact that a person is most infectious up to two days before the start of their symptoms.



FOR MARY AND BOB, IT ALL STARTED ON 13 AUGUST 2020

Mary and her husband Bob are both employees of Best Business which is a large employer with many branches across South Africa. On 13 August 2020, Bob started to feel unwell. His GP advised him to go for a COVID-19 test. Mary did not display any symptoms of COVID-19 but they contacted the Discovery COVID-19 Business Support team to tell them about Bob's symptoms, the test he had taken and asked for more information about which steps they should take from there.

The Discovery COVID-19 Business Support team advised the couple to isolate and quarantine respectively – isolation for Bob and quarantine for Mary. Their daughter tested negative and was asymptomatic, so she quarantined with her father.

There is a difference between quarantine and isolation. Quarantine is the separation of healthy people who have had (or potential) exposure to the COVID-19 virus from the community. The period of quarantine extends for 14 days after their last exposure to COVID-19. Isolation is the separation of symptomatic or confirmed COVID-19 cases from all other people in the attempt to stop further spread of the virus. The period of isolation typically extends for 10 days but may extend for longer in exceptional cases.

Both Mary and Bob listed no other close work contacts besides their spouse as they had been keeping strictly to social distancing guidelines and had been adhering to other protocols, such as regular hand washing, so the Discovery COVID-19 Business Support team established that they could safely isolate and quarantine at home at that stage.



On 14 August, Bob received his COVID-19 test results. He tested negative, meaning the test showed that he was not infected with the virus.



That meant that Mary could end her quarantine, but Bob had to complete his full 10 days of isolation.



Mary also told the Discovery COVID-19 Business Support team that her manager had cleared her to work from home, which she did.





ON 16 AUGUST, MARY STARTED SHOWING SYMPTOMS

Mary contacted the Discovery COVID-19 Business Support team on 16 August and told them that she had started to develop flu-like symptoms. The Discovery COVID-19 Business Support team advised her to keep on monitoring her symptoms, to go into isolation and that they would contact her within 24 to 48 hours to see if her symptoms had improved or escalated.

The COVID-19 Business Support team conducts daily check-ins for complex COVID-19 cases and in Mary's case specifically, the COVID-19 Business Support team reached out telephonically based on the follow up criteria of the three check-ins for a 10 day isolation period. They would only advise her to go for a test if she developed any of the major COVID 19 symptoms such as sore throat, shortness of breath, fever or loss of taste, over that time. When the COVID-19 Business Support team contacted her again on 17 August she had the same symptoms and still had no symptoms to warrant a referral for a COVID-19 test – they advised the next follow up would be in two days' time.

On 19 August, Mary was still experiencing the same symptoms, so the Discovery COVID-19 Business Support team told Mary to contact them if she started to feel worse before their next follow-up which was scheduled for 25 August. On 25 August, Mary told them that she had developed a cough and had lost her sense of taste as well. The COVID-19 Business Support team referred her for COVID 19 testing. On 28 August, Mary received her test results back, she tested positive for the virus, meaning she had COVID 19.



ON 30 AUGUST, BOTH MARY AND BOB WERE ADMITTED TO HOSPITAL

On 30 August, Mary and Bob were admitted to hospital and their five-year-old daughter was referred for testing. Because Mary's results had come back as positive, her husband was retested. His second test came back positive- he also had COVID-19. Their daughter had no symptoms and went into quarantine with a family member.



THE COUPLE RECOVERED AFTER THEIR HOSPITAL STAY

Mary was discharged from hospital on 5 September, but she still had symptoms. Her GP advised a further 14-day isolation. By 18 September, she still had symptoms such as a cough and loss of taste and smell. Her GP advised her to isolate for a further 14 days. On 2 October, Mary still had some lingering symptoms of loss of taste and smell – her GP advised her to test for the virus again, as she wanted to be re-united with her daughter. On 3 October her test came back negative, she was not infected with the virus anymore and she cleared to de-isolate. Bob was discharged 6 weeks later as he took longer to recover and had to use oxygen therapy at home for some time afterwards.

Discovery COVID-19 Business Support assisted Mary and Bob throughout their journey with COVID-19, from being a suspected COVID-19 case to their full recovery.

FEEDBACK FROM EMPLOYERS ON DISCOVERY COVID-19 BUSINESS SUPPORT

01 RATE YOUR OVERALL EXPERIENCE WITH THE DISCOVERY COVID-19 BUSINESS SUPPORT TEAM?

Highly professional, knowledgeable with very quick response times

Really impressed with the support and information provided

Always responding, always willing to assist. Going the extra mile

02 HOW VALUABLE DO YOU FIND THE DISCOVERY COVID-19 PRODUCT OFFERINGS?

Valuable tool to assist employees and employer to manage COVID 19 in the workplace

When compared to the market, the product offering is tops

So relevant to the time we are in

03 HOW EASY WAS IT TO ACCESS INFORMATION USING THE DISCOVERY COVID-19 BUSINESS SUPPORT TOOLKIT?

Very user-friendly toolkit and easy to navigate

Easy enough to access and use

User friendly

04 HOW VALUABLE DID YOU FIND THE INFORMATION ON THE DISCOVERY COVID-19 BUSINESS SUPPORT TOOLKIT?

Super valuable

Very informative

Totally informative

FEEDBACK FROM EMPLOYEES ON DISCOVERY COVID-19 BUSINESS SUPPORT

01 HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE WITH THE DISCOVERY COVID-19 BUSINESS SUPPORT SPECIALIST?

The staff is polite; you can tell they care just by speaking with them

The service was exceptional. I felt the support was there 110%

Excellent and very kind



