

2021



Primary Healthcare

What is Kaelo Clinics?

Kaelo Clinics offers turnkey clinic services, guaranteeing integrated health solutions that benefit employees, reduce absenteeism, help boost productivity and remove any cost duplication.

These well-measured services optimise the organisation's investment and deliver improved clinical outcomes, providing a solid Return on Investment.

For companies, this means professional services are delivered, taking care of key factors such as legal compliance, regulatory audits, employee health, injury on duty, absenteeism, sick leave, trauma support, emergency medical care and risk management.

Benefits:

- Scope of Services
- Services Schedule
- Injury on duty
- Operational and Personnel Structure



Scope of Services

| Health Service | Benefit | Limit and/or Feature |
|--------------------------|---|----------------------|
| Scope of Services | <p>Diagnosis, advice and treatment of employees with non-work-related illnesses and injuries, including:</p> <ul style="list-style-type: none"> • General health surveillance for common chronic conditions, such as high blood pressure and diabetes, or those periodically absent as a result of sickness or injury; • Medication management (stock control, dispensing, etc.); • Family planning, excluding pap smears. This will be costed for and billed by the doctor for the employee to claim through their relevant medical scheme where applicable (outside Kaelo's scope of practice). Family planning products are available at no cost to Client subject to the availability from the State ('Department of Health'), failing which Kaelo would need to bill Client for the required Family Planning products on a fee-for-service basis, approval of which will be obtained from Client prior to placing an order; • Monthly Health education as per Health awareness calendar; • Appropriate referral mechanisms for specialist assessment and care; • Contact management with off-site referral routes (specialists, rehabilitation services). <p>In terms of the Medicines and Related Substances Act 101 of 1965, a dispensing licence is required for the person authorised to dispense medicines at the on-site clinic. Therefore, the phasing-in of services, especially in terms of primary healthcare, is recommended to allow time to obtain a dispensing licence from the Department of Health for dispensing medicines up to Schedule IV drugs to Client employees.</p> | |

Services Schedule

| Health Service | Benefit | Limit and/or Feature |
|---|---|---|
| Primary Healthcare | Attendance to minor illness and injuries within the scope of the Primary Healthcare nurse's practice. | |
| Medication and Consumables | Provision of (Schedule 0-2) medications and consumables of Kaelo approved list. Kaelo will perform drug ordering and management. | |
| Chronic Disease Screening | <p>Chronic diseases such as diabetes, hypertension and asthma will be identified and referred to relevant medical / state program.</p> <p>Chronic Medications are excluded, obtain medication through the state program or relevant Medical Aid Scheme.</p> | |
| Pathology and Special Investigations | Attendance to minor illness and injuries within the scope of the Primary Healthcare nurse's practice. | All pathology is excluded and will be charged to the patient/ patients' medical aid. Follow Up VCT included. Additional Cost: Facility Dependent. |
| Equipment | <p>The Client undertakes to provide office furniture necessary to conduct a fully operational onsite health clinic. This will include filing facilities as per the National Guidelines for filing of medical records and equipment that would enable services within the scope of the Client, primary health and chronic disease management according but not limited to Infrastructure and Equipment Requirements. Kaelo will assist/facilitate with the provision of all medical equipment. The Client is responsible for the cost and calibration of equipment.</p> <p>Maintenance of Asset Register will be the responsibility of Kaelo.</p> | |

Services Schedule

| Health Service | Benefit | Limit and/or Feature |
|------------------------|--|----------------------|
| Medical Waste | The cost of generating, transporting, incinerating, and dumping of all medical waste will be settled by Kaelo. | |
| Medical Oxygen | Kaelo will bear the cost of the monthly rental of a 0.47 kg cylinder. Pin index regulator cost for the Client. Over and above will be for the cost of the Client. | |
| Family Planning | Obtained free of charge from the State Department of Health subject to availability from the State, failing which this can be provided on a Fee-for-Service basis. | |

Injury on duty

| Health Service | Benefit | Limit and/or Feature |
|--|--|--|
| Medical Emergency | <p>All emergencies will first be managed by the Client onsite emergency response team and then brought to the clinical practitioner for further management during clinic hours.</p> <p>Client to upskill the first aiders to manage the type of injuries that might occur on-site. Cost of the ambulance will be for COID.</p> <p>After hours IOD to follow Client's policies and procedures.</p> | Kaelo will assist/facilitate with the provision of all medical equipment. The Client is responsible for the cost and calibration of equipment. |
| Medical Emergency Response Equipment | The required medical response equipment will be provided by the Client. | The required hardware and medical response equipment will be provided by the Client. Additional Cost: As per clause five(c) in your SLA and as advised by Kaelo to the Client from time to time in writing. |
| Disability and Incapacity Assessments | Specialist and functional examinations and will be priced and invoiced separately. | Additional Cost: Supplier dependant. |
| Transport of Injured or Ill Individuals | <p>Kaelo will facilitate the provision of emergency response services during clinic hours.</p> <p>The cost for transportation of a medical emergency to be facilitated through the employee's Medical Scheme.</p> <p>If an employee does not belong to a Medical Aid Scheme the transportation should be facilitated through the government's emergency response team.</p> <p>The cost for transportation of an injury on duty to be facilitated through COID.</p> | <p>Clinic specific - not included in the contract.</p> <p>Additional Cost: As per the third party service provider rates, depending on specific circumstances.</p> |

Injury on duty

| Health Service | Benefit | Limit and/or Feature |
|----------------------------------|---|---|
| Injury on Duty Management | Assistance with injuries on duty, reporting and preparation of injuries on duty claims. Assisting the appointed Client claims administrator to submit, refer for special investigations and conclude the claim. | Clinic specific. |
| COID Cases | Work related injuries and suspected occupational diseases will be investigated and documentation prepared by Kaelo according to Client Policy. | Clinic specific. |
| First Aid Boxes | Kaelo will do a monthly inspection on the first aid boxes. The first aider is responsible to check the boxes and request replenishment. | Cost of Replenished stock will be for the Client. Clinic specific. |

Operational and Personnel Structure

| Health Service | Benefit | Limit and/or Feature |
|--------------------------------|---|----------------------|
| Regional Clinic Manager | <p>Health Risk Management.</p> <ul style="list-style-type: none"> Provide reports and feedback to Client Management on a monthly basis; Provide an executive report quarterly on operational matters which will include statistics, incidence, trends and recommendation; Ensure legislation compliance. | |
| General Practitioner | <ul style="list-style-type: none"> Conduct specific relevant medical examinations and assessments; Consult complex medical cases using the Kaelo resources referred to above; Provide primary health services to Client Group staff; Provide clinical and legislative scrutiny to the clinic and workplace Occupational Health system Referral base for the nurse; Kaelo will be responsible for all costs and expenses of the doctor, including, but not limited to, the doctor's salary; Professional indemnity will be held by each professional for the subsistence of the agreement; Will conform to the code of conduct and ethics laid down by the HPCSA (Health Professions Council of South Africa); Will provide the Client with written proof of membership of the aforesaid association; Locum professional will be placed after 48 hours of the resource reporting absence. | Clinic specific. |

Operational and Personnel Structure

| Health Service | Benefit | Limit and/or Feature |
|---------------------------------|---|-------------------------|
| Primary Healthcare Nurse | <p>Diagnosing and treating PHC ailments within the scope of practice.</p> <ul style="list-style-type: none"> • Ensure proper control of medicine within the legal framework; • Referral of workers to doctors, specialists, hospital where appropriate; • Management of consumable stock; • Waste management; • Medical file control; • Maintaining acceptable hard copy records i.e. patients file; • Verifying sick notes; • Data management and reporting; • Inventory Control; • Responsible for general, medical, pharmaceutical and process waste of the clinic; • Assistance with blood pressure, urine testing, height and weight, glucose; • Locum professional will be placed after 48 hours of the resource reporting absence. | <p>Clinic specific.</p> |
| Data Management Platform | <p>A data management platform will be used to record all health data and interactions with the clinic services.</p> <p>The data platform allows for a one patient view across all services providing the employees with the available services on a proactive basis. In the event that the Client terminates, this agreement the data will remain the property of the Client and will be available in the format of an excel spreadsheet.</p> | |