



TO: OPHTHALMOLOGIST ON CALL  
ATTN: DR KETTLEDAS  
URGENT CASE

Dear Doctor,

Thank you for

34 weeks old the eyes



Namibia

Botswana

Patients in rural areas face long distances and expensive transport stops patients from getting the right care.

Nababeep

Riemvasmaak  
Community  
Conservancy

Upington

Kimberley

7 h 53 min  
799 km

7 h 25 min  
793 km

Pretoria  
Johannesburg

Swaziland



Cape Town

Port Elizabeth

Beaufort West

Oudtshoorn

George

Mossel Bay

East London

Hermanus

Jeffreys Bay



# Where is your communication data now?



- ☐ Landlines, Bleepers  
Paper, Fax
- ☐ Impossible to analyse

# Where is your communication data now?



☐ Whatsapp for images

☐ WhatsApp data is owned  
by Facebook

# Best place for your communication data!



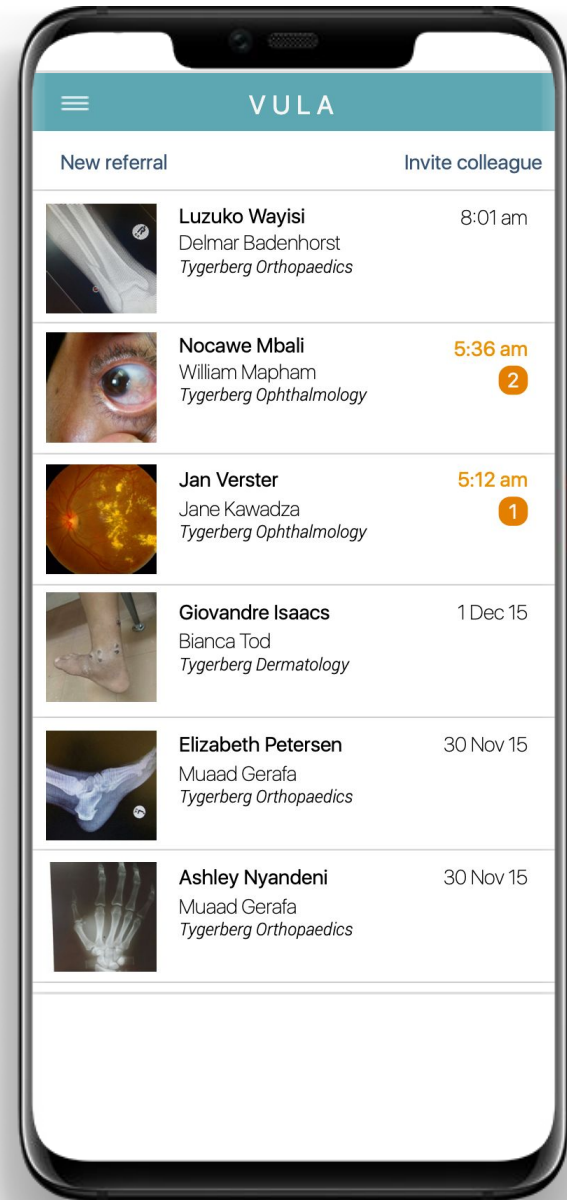
- Secure App  
& Online Dashboard  
Legal compliance
- Clinical governance  
Real time analysis  
Better communication

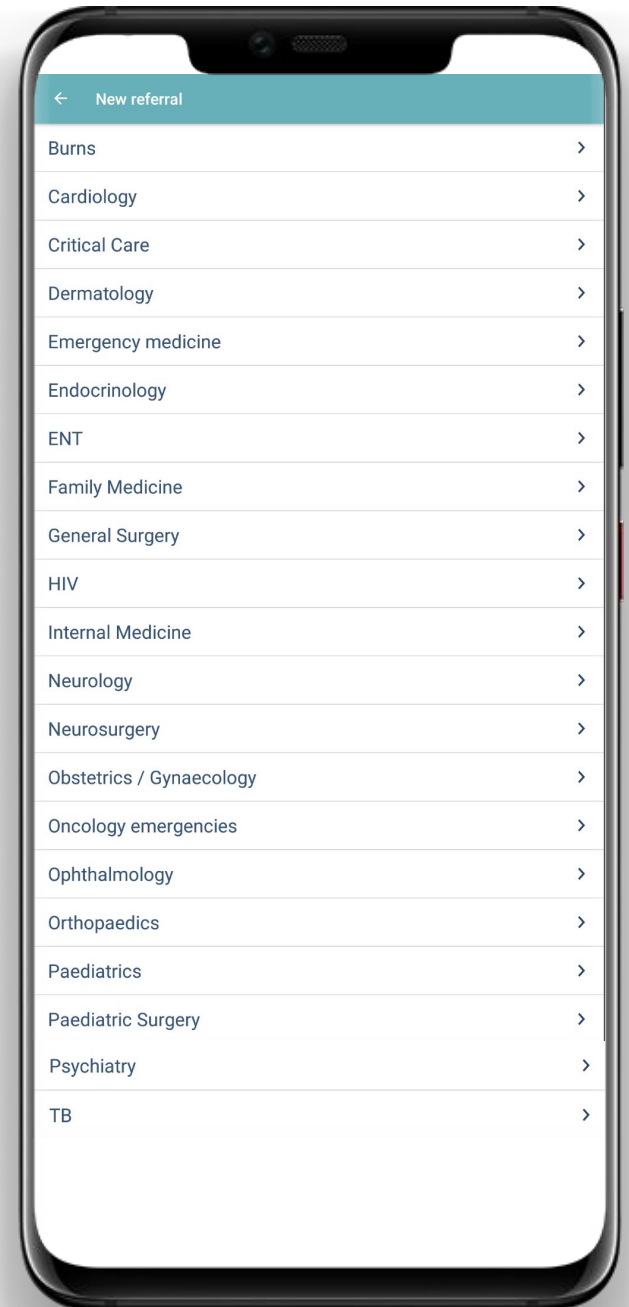


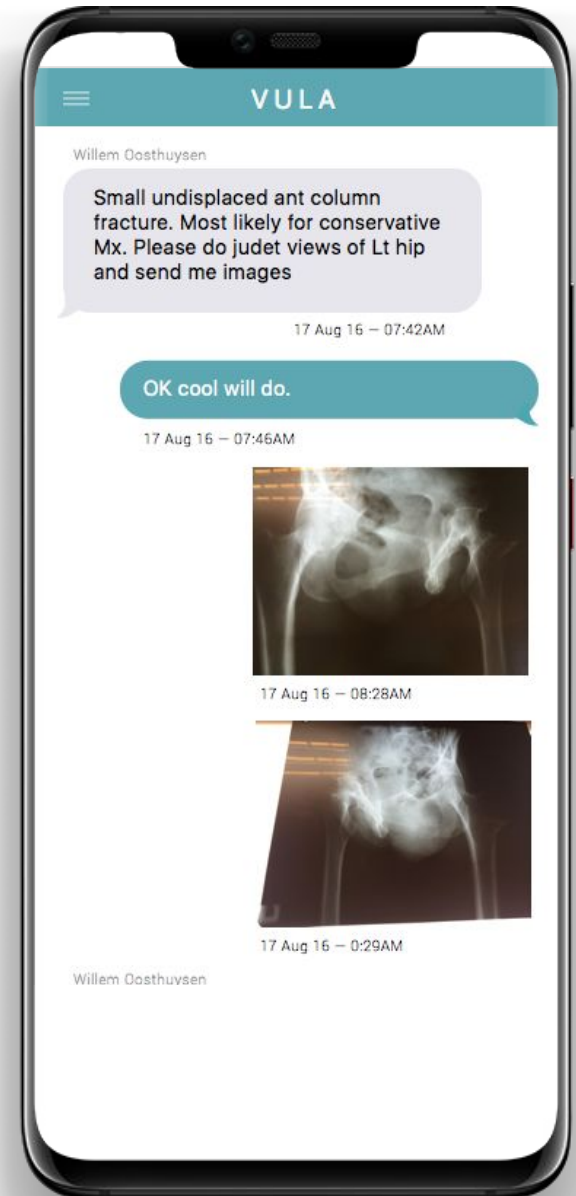
Our vision is for every health worker to have quick access to specialist advice



Vula is a medical referral app that makes it easy for GPs & primary healthcare workers to get advice from and refer patients to specialists.



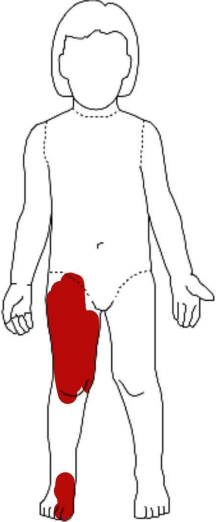




← Calculate burn area SAVE

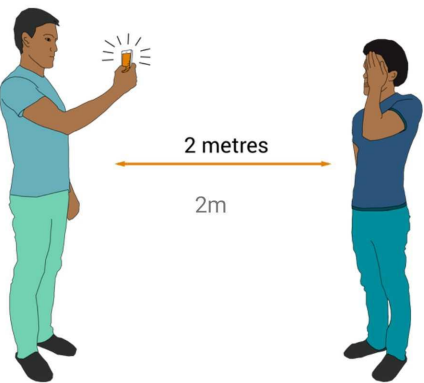
Child – 0 years ▾ Weight 0 kg ▾

Full Partial Indeterminate Erase paint Turn body



4% 0% 0% 4%

Full Partial Indeterminate Total



2 metres  
2m

Stand **2 metres** from the patient.  
Ask patient to **cover LEFT eye**.

Check if the patient recognises the direction  
the letter is pointing

Start test

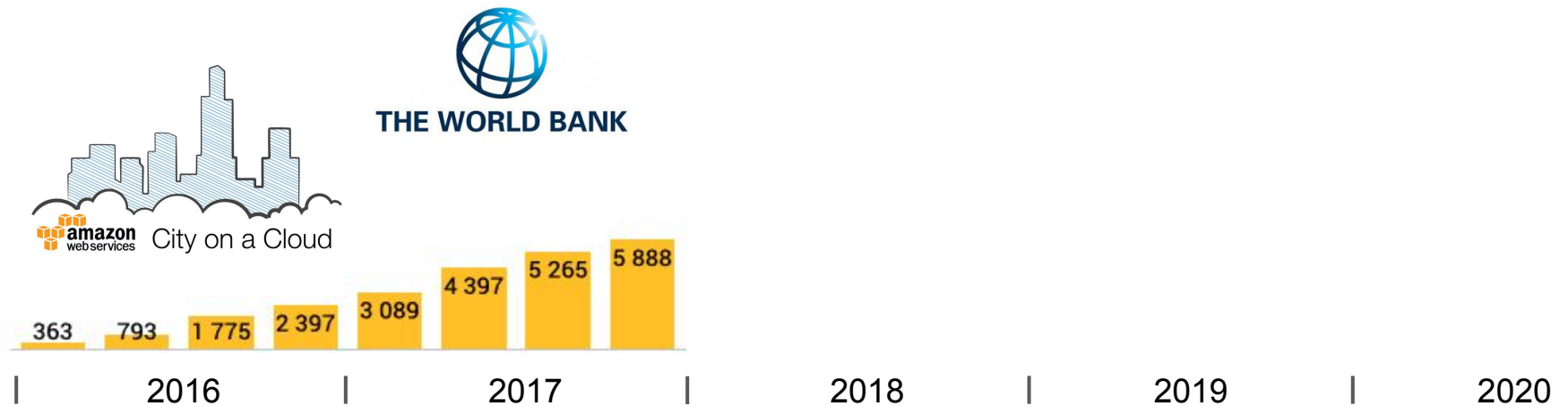
Each specialty has a unique referral form with unique fields.



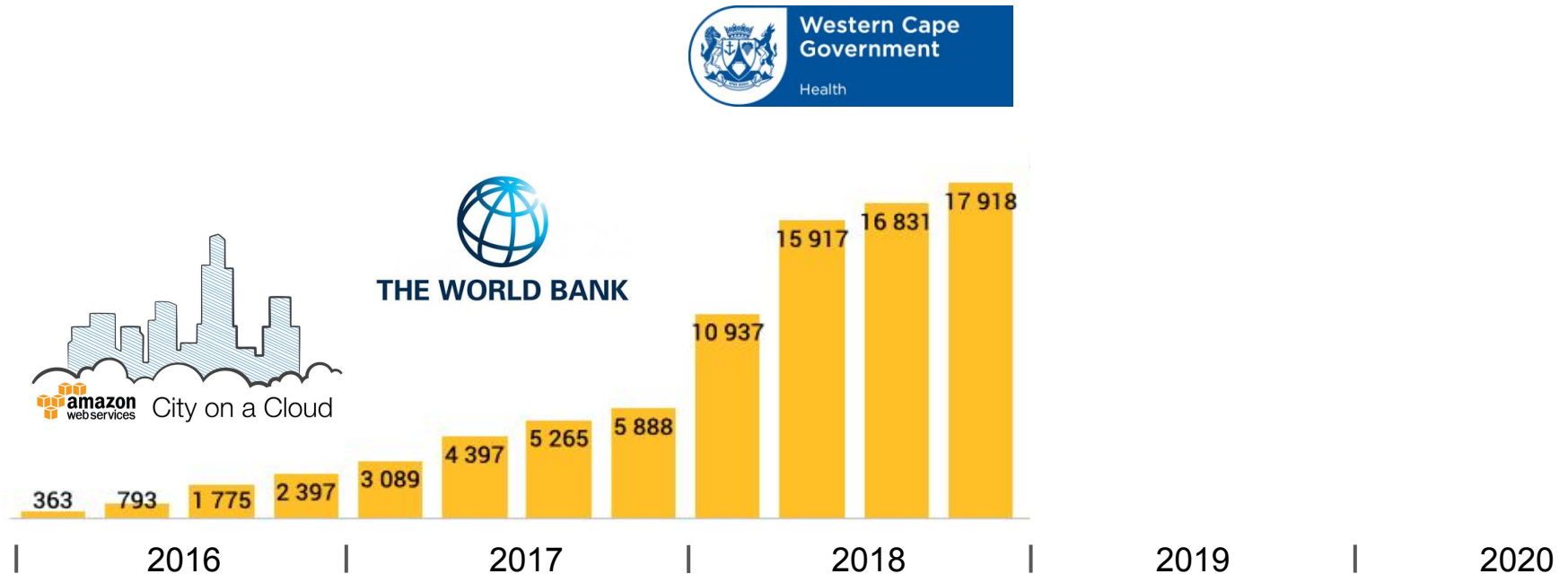
# Vula Mobile referrals per quarter and landmarks



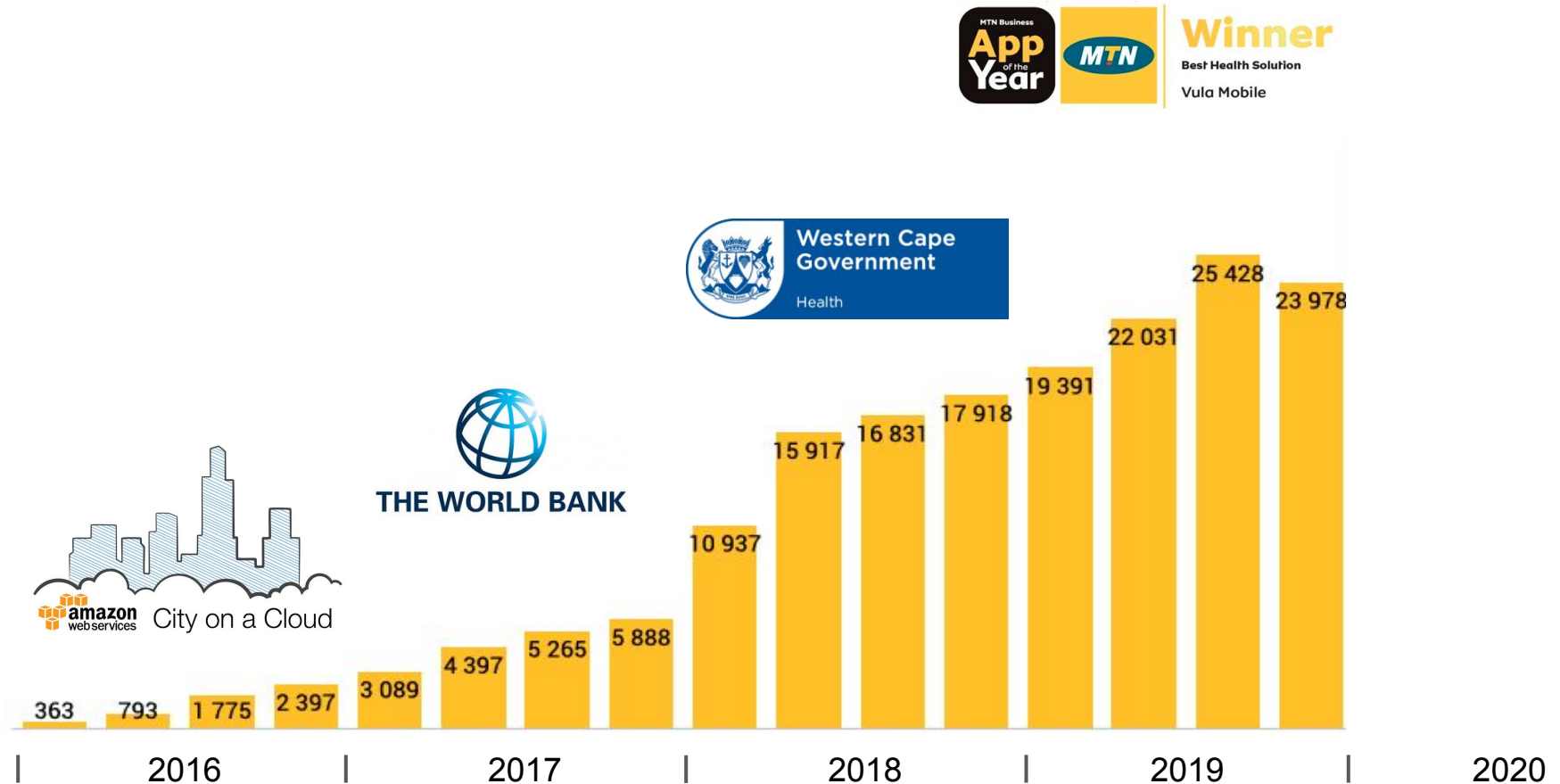
# Vula Mobile referrals per quarter and landmarks



# Vula Mobile referrals per quarter and landmarks

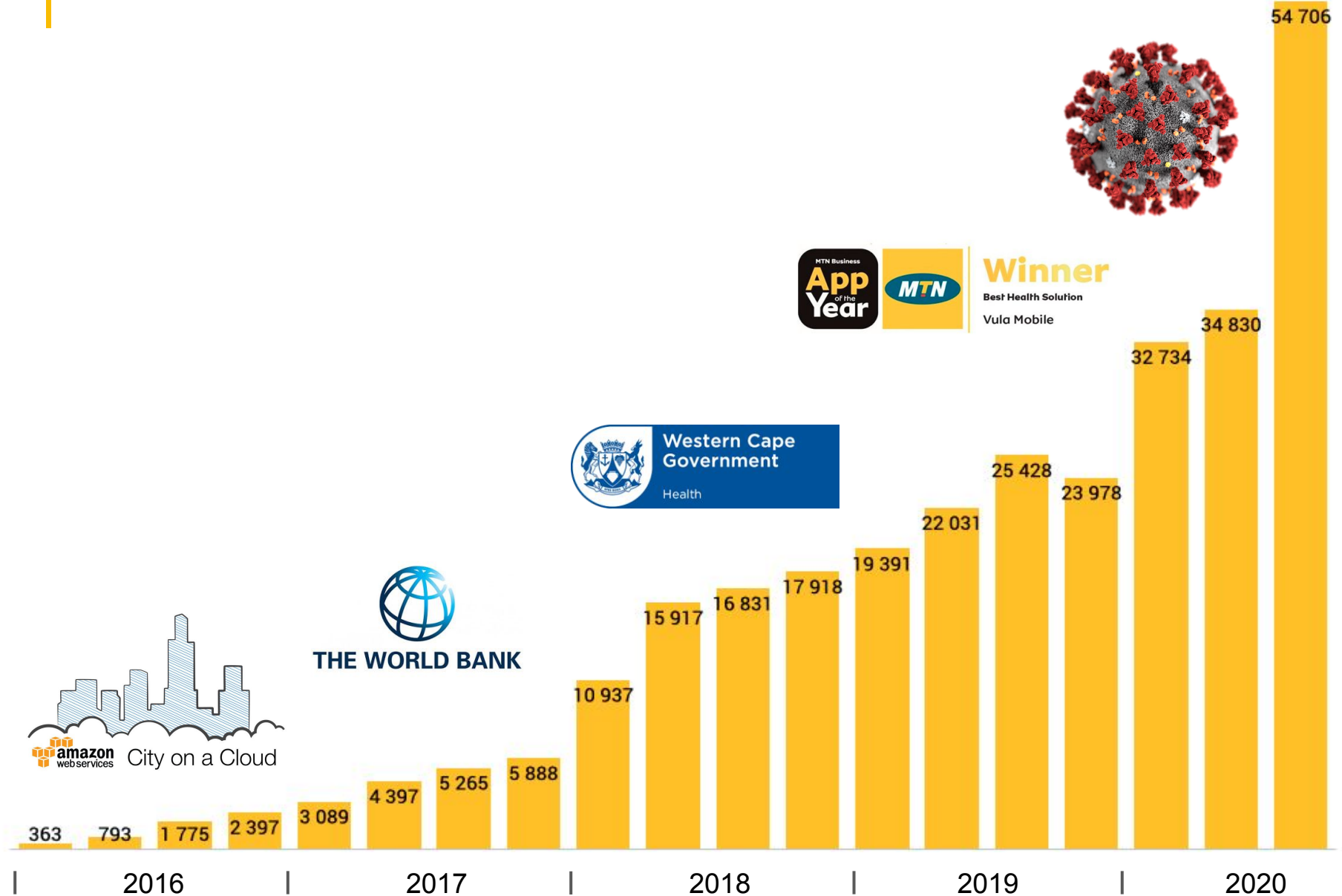


# Vula Mobile referrals per quarter and landmarks





# Vula Mobile referrals per quarter and landmarks

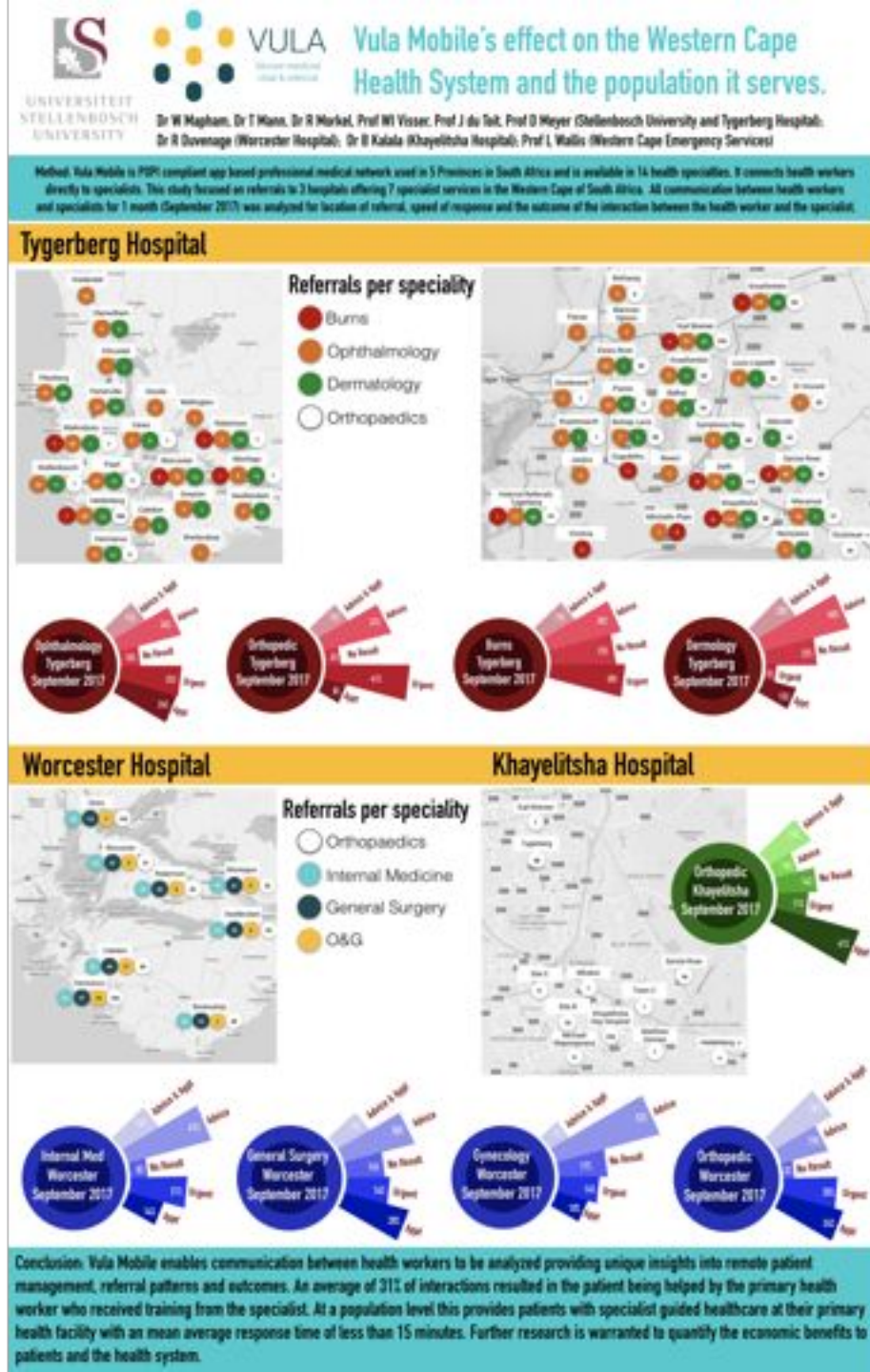


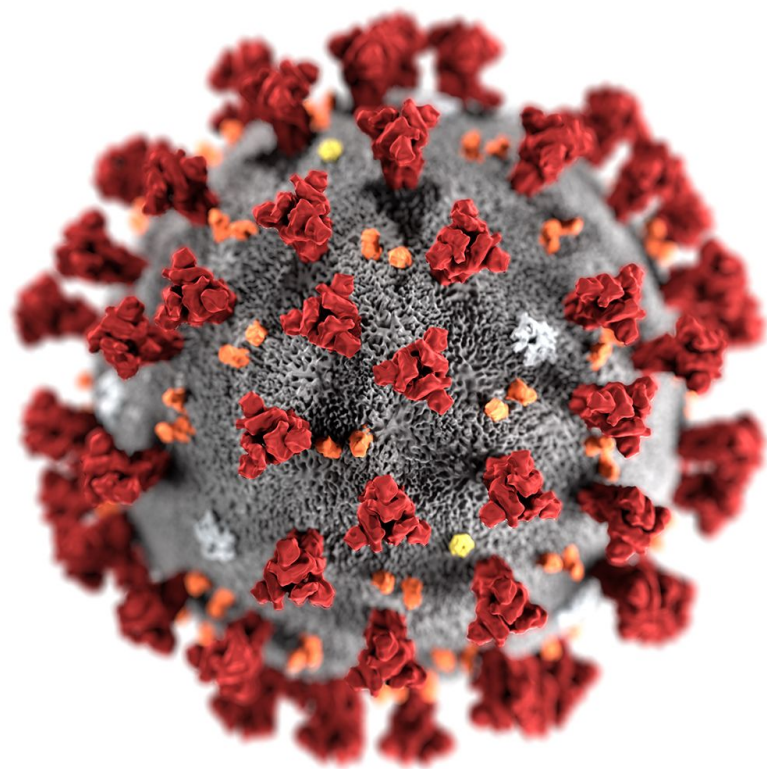
# Summary of Results

Mapping of referrals

31% of referrals just need advice.

Average response time is less than 15 minutes





Help our doctors fight  
Coronavirus





Help our doctors fight  
Coronavirus





**NATIONAL INSTITUTE FOR  
COMMUNICABLE DISEASES**

Division of the National Health Laboratory Services



**NATIONAL HEALTH  
LABORATORY SERVICE**

Help is not always helpful

LABORATORY SERVICE



covid-19

**DOCTORS ON CALL**

Proudly  
supported by



**NEDBANK**

COVID-19  
**DOCTORS ON CALL  
HELPLINE**

**If you have coronavirus queries**

**Call: 087 0550 234**

Monday to Friday 8am - 5pm

Doctors advice is free

Calls charged at local call rates

Assisted by





Social Media **72**



DIS-CHEM **53**

Dis-Chem +

NICD HOTLINE **35**



Companies **27**



Newspaper **24**



DOH **12**



covid-19 **DOCTORS ON CALL**

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COVID-19

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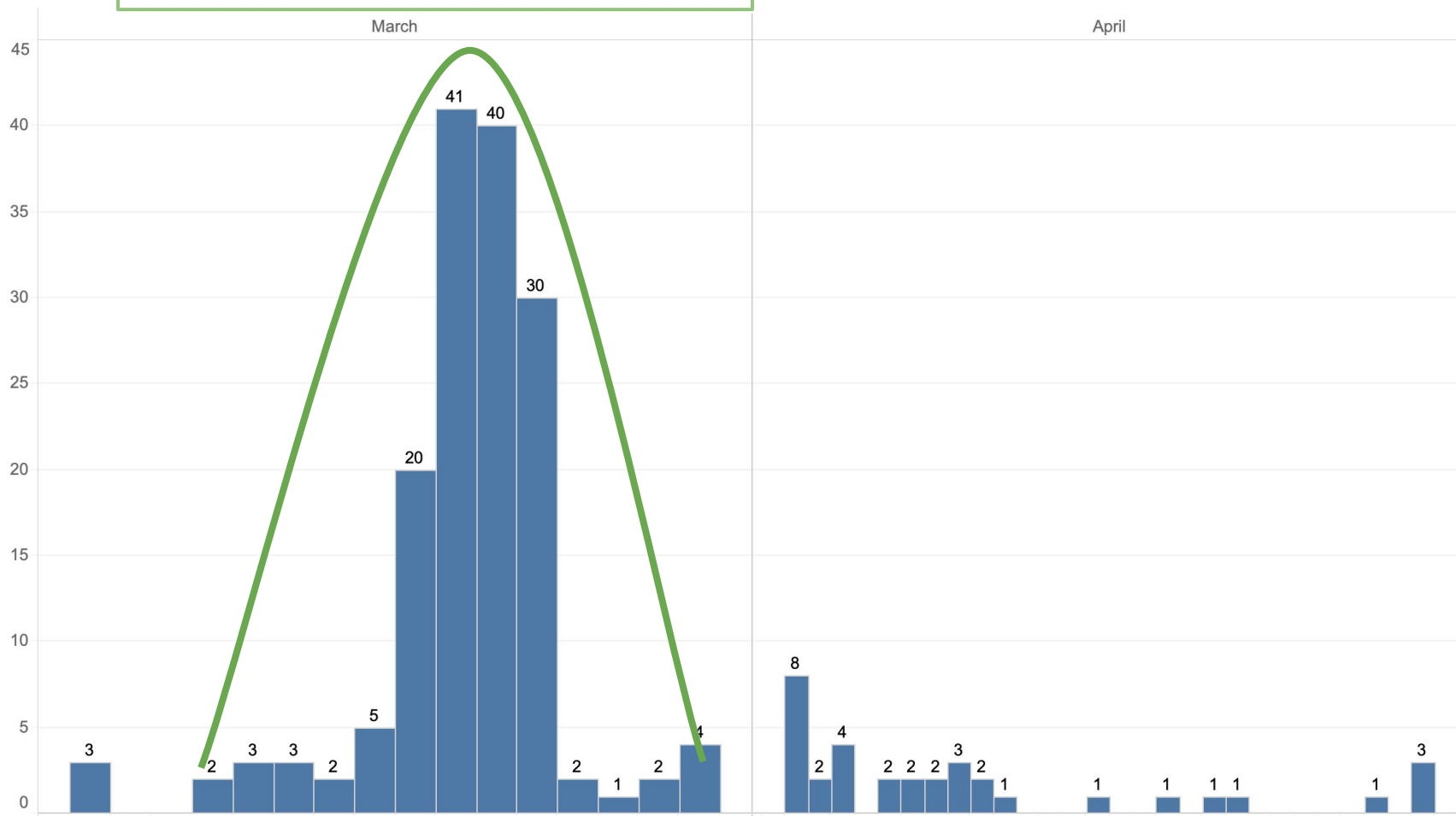
Assisted by

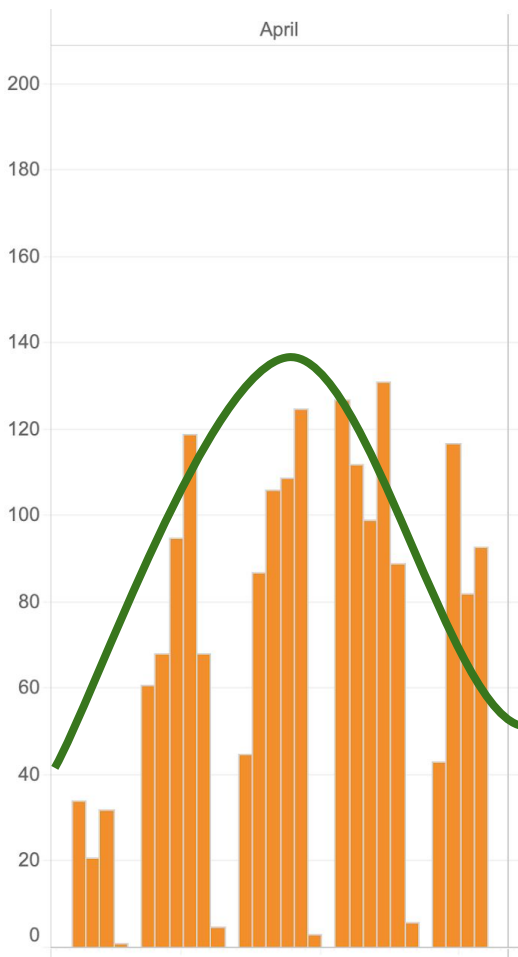




# NATIONAL INSTITUTE FOR COMMUNICABLE DISEASES

Division of the National Health Laboratory Services

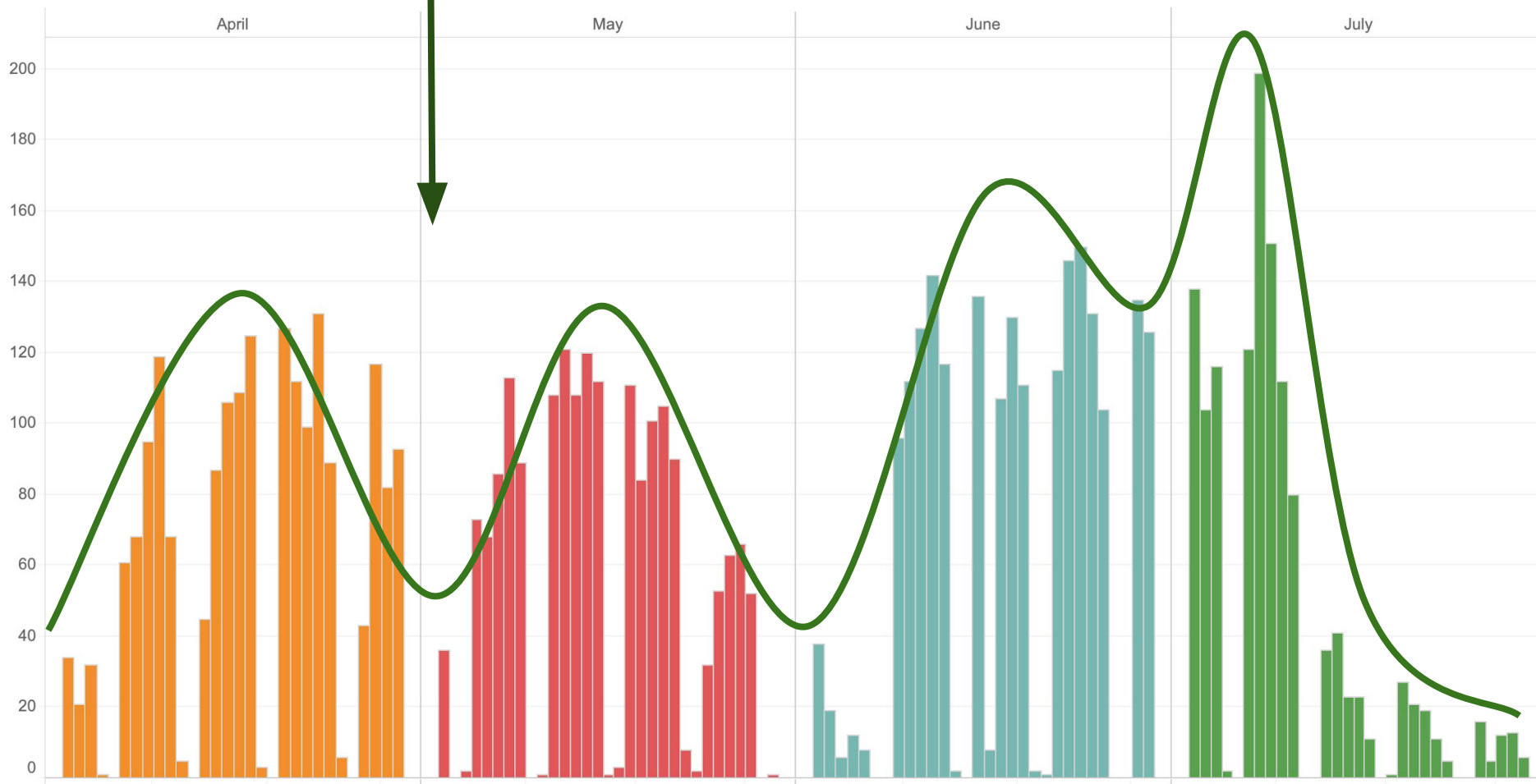








# COVID-19 TESTING





# 6<sup>TH</sup> ANNUAL TITANIUM AWARDS

Recognising Excellence in Healthcare

- DATE: 11 NOV 2020
- TIME: 17:00-20:00



Titanium Award for Excellence  
in Creating Access to Quality Healthcare  
– ORGANISATIONS

2020  
NOMINEE





The wave of admissions

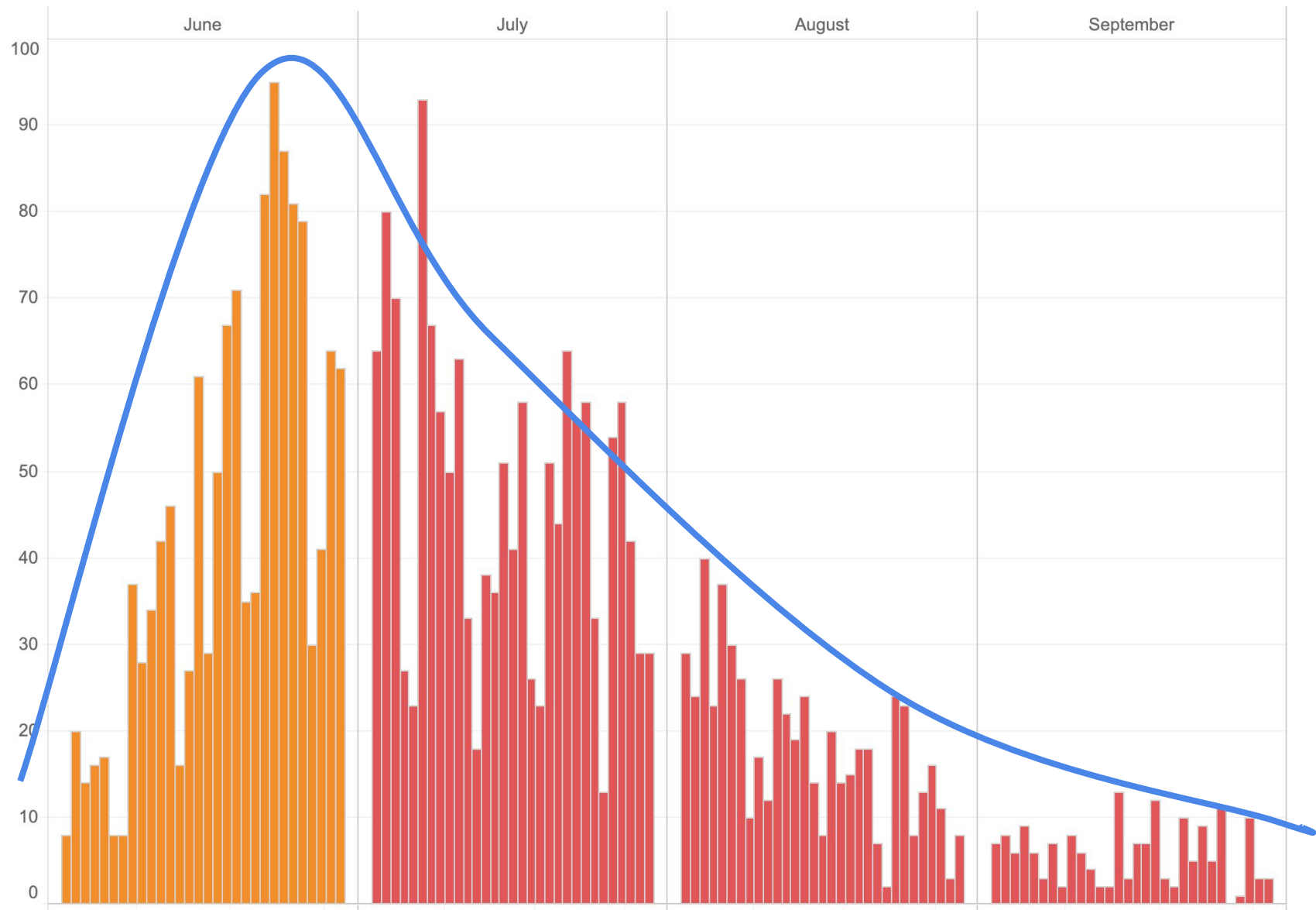








# COVID Referrals and Admissions





Dedicated health workers



# **FREE COVID-19 TESTING**

## **FOR FRONTLINE HEALTHCARE WORKERS**

---

**Available to any frontline workers in a health facility, such as a hospital, clinic or pharmacy, both public and private.**

Email us: [covid@icpa.co.za](mailto:covid@icpa.co.za) | Call us: 0216714473

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### OUR PARTNERS





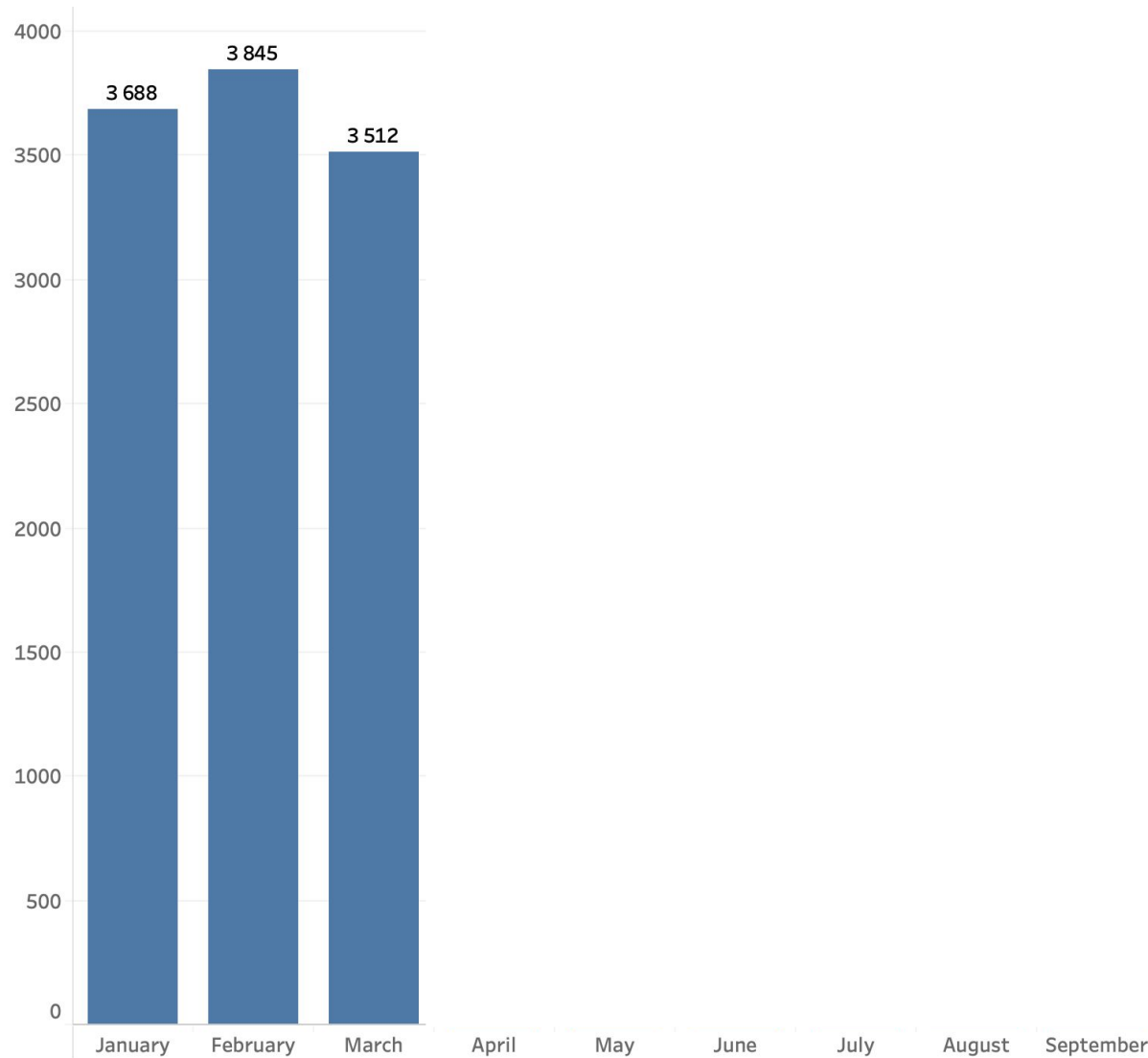
What will happen next?



Did lockdown break the system?

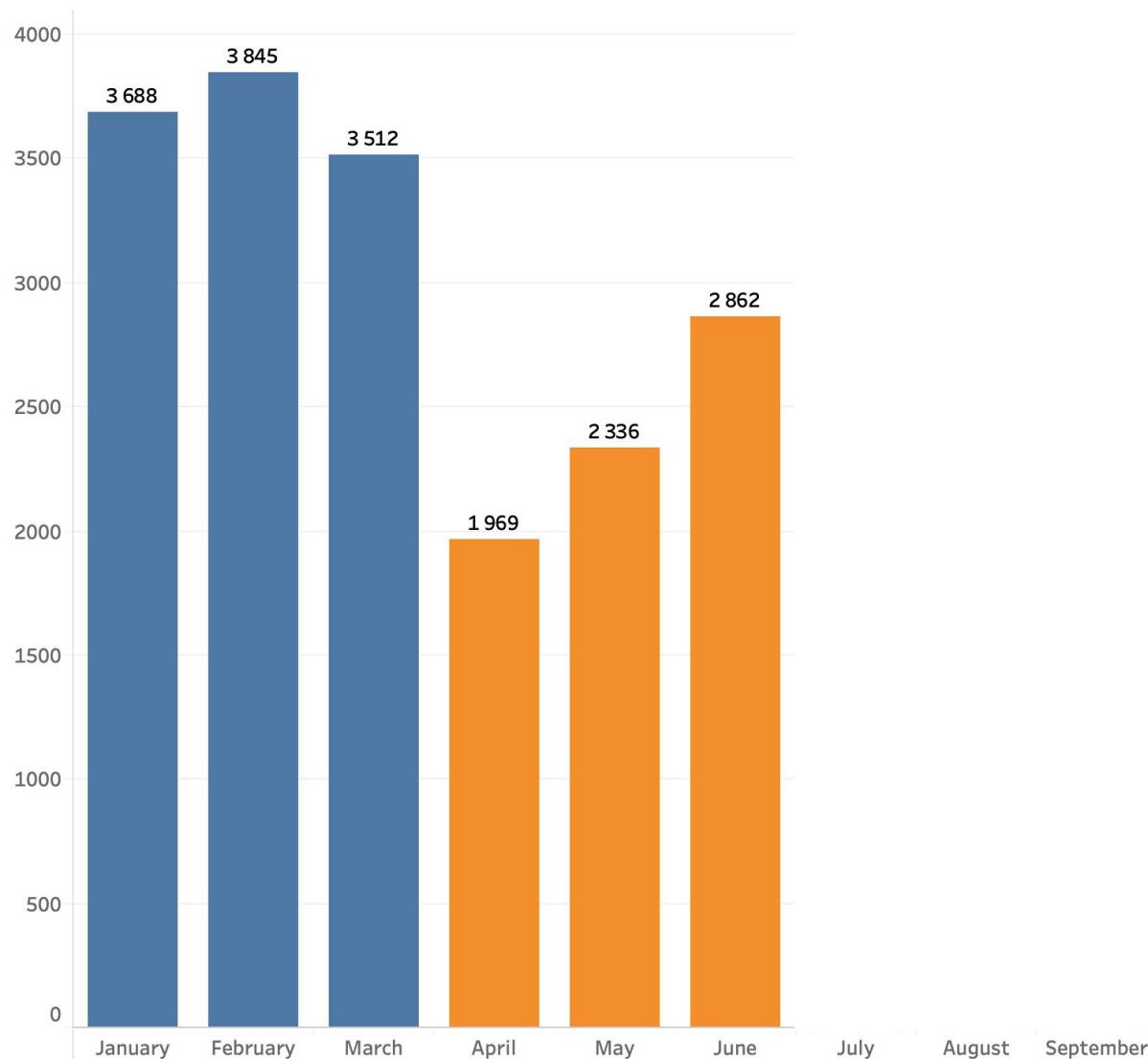


## Orthopaedic referrals: WC, EC, FS, NC, and KZN





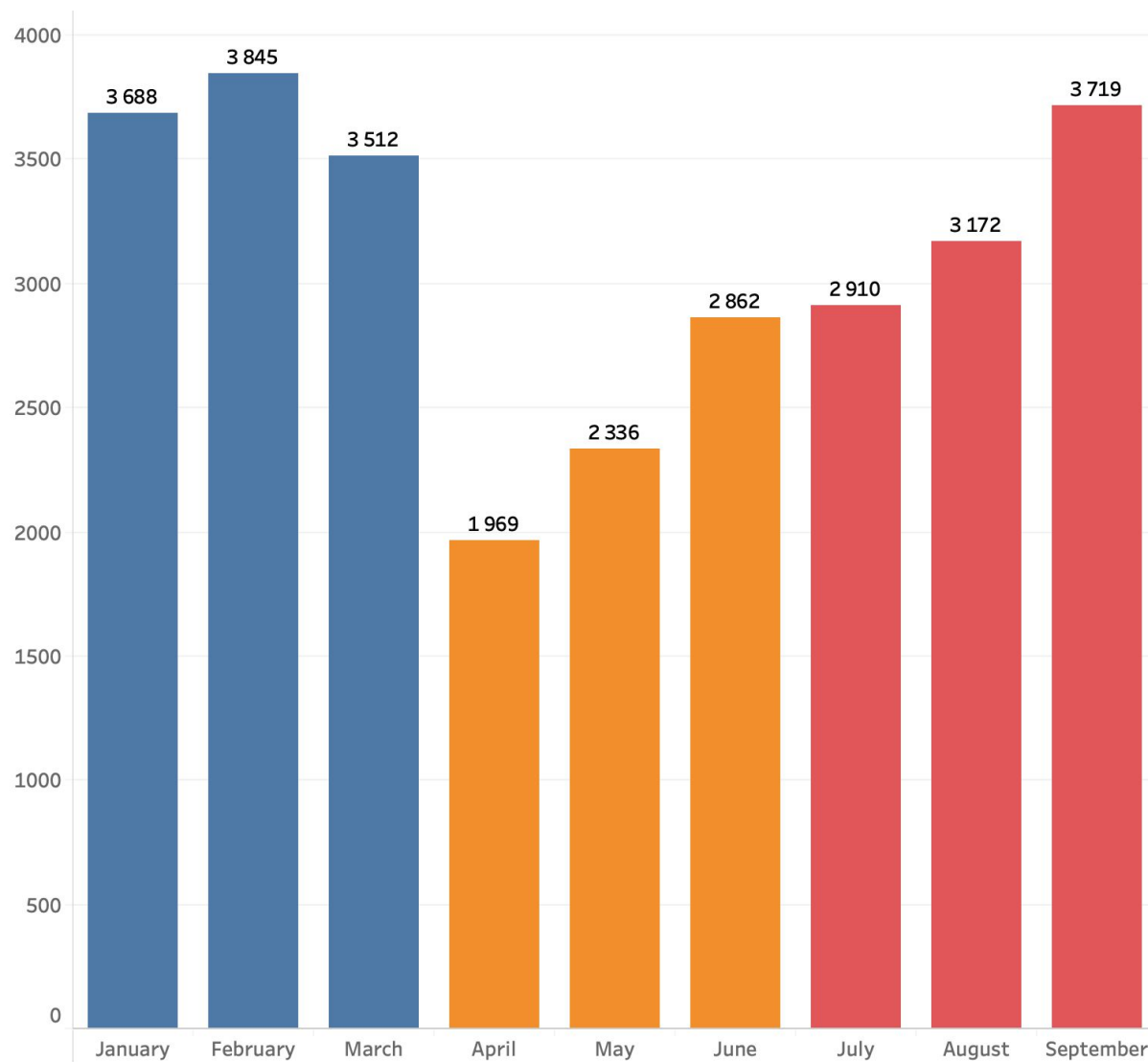
## Orthopaedic referrals: WC, EC, FS, NC, and KZN







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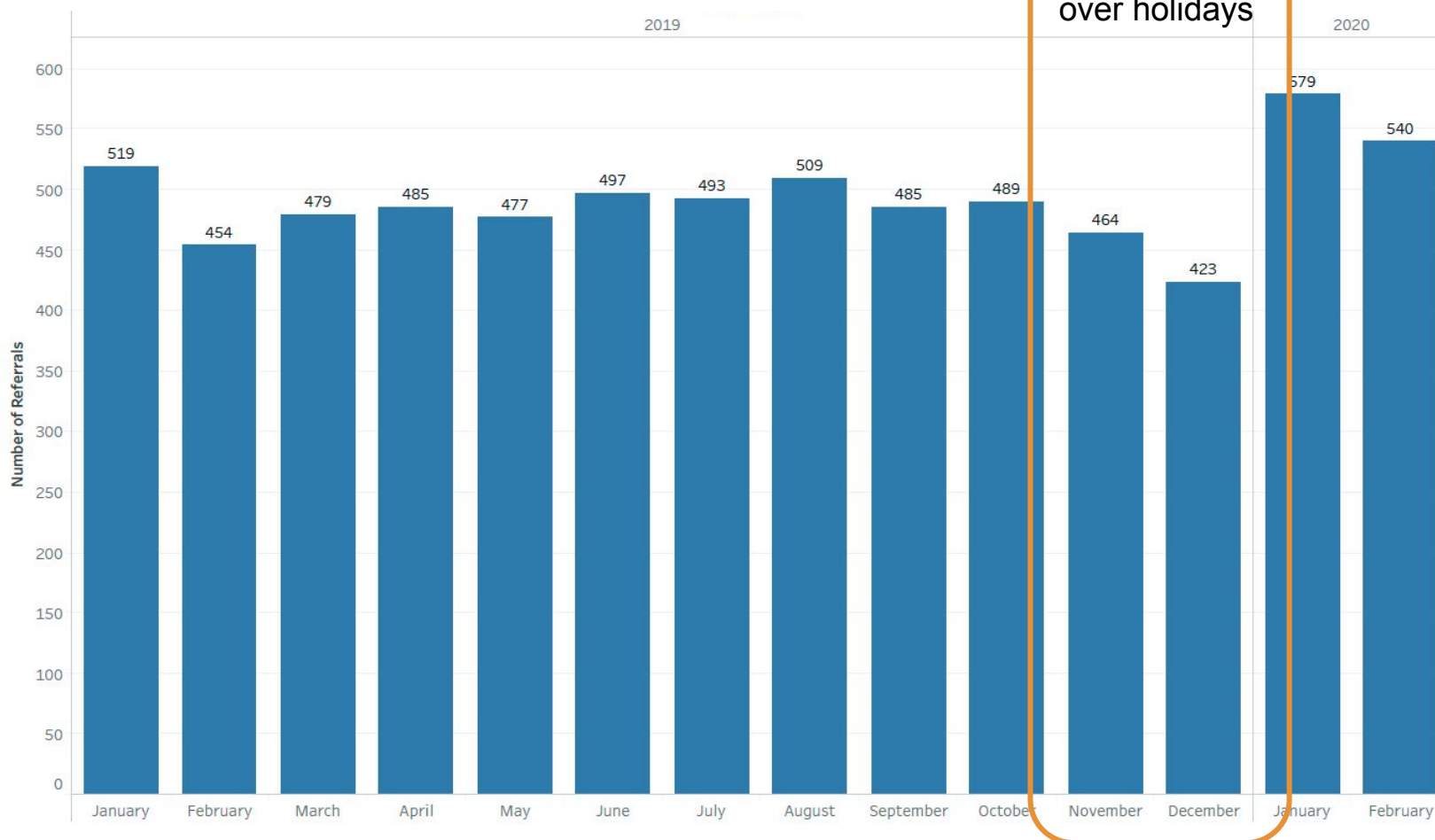




Summer is coming....

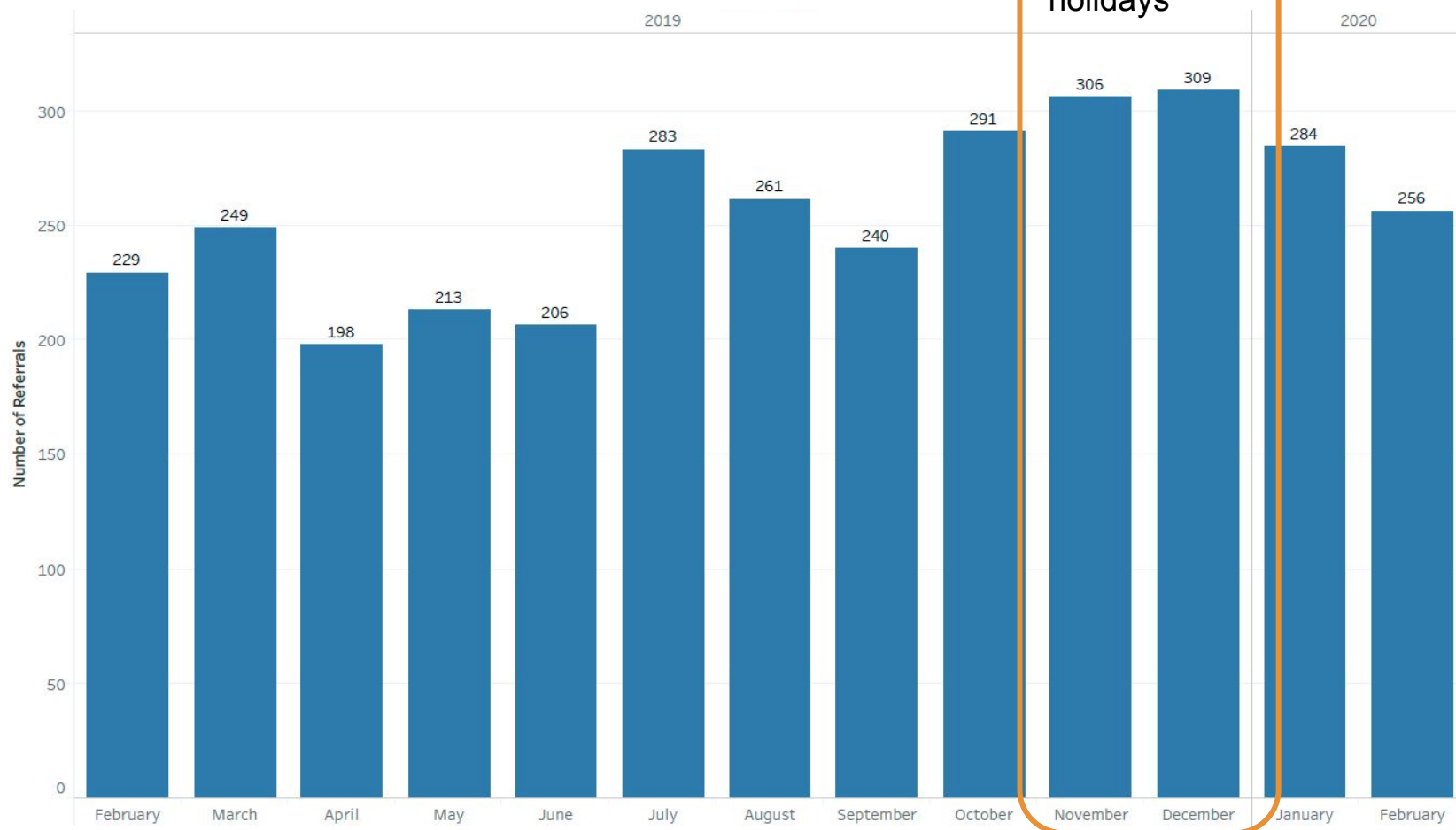


## Emergency orthopaedic referrals: Western Cape



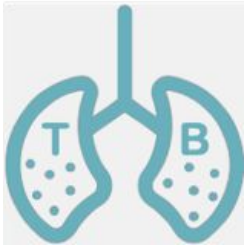


## Emergency orthopaedic referrals: Eastern Cape

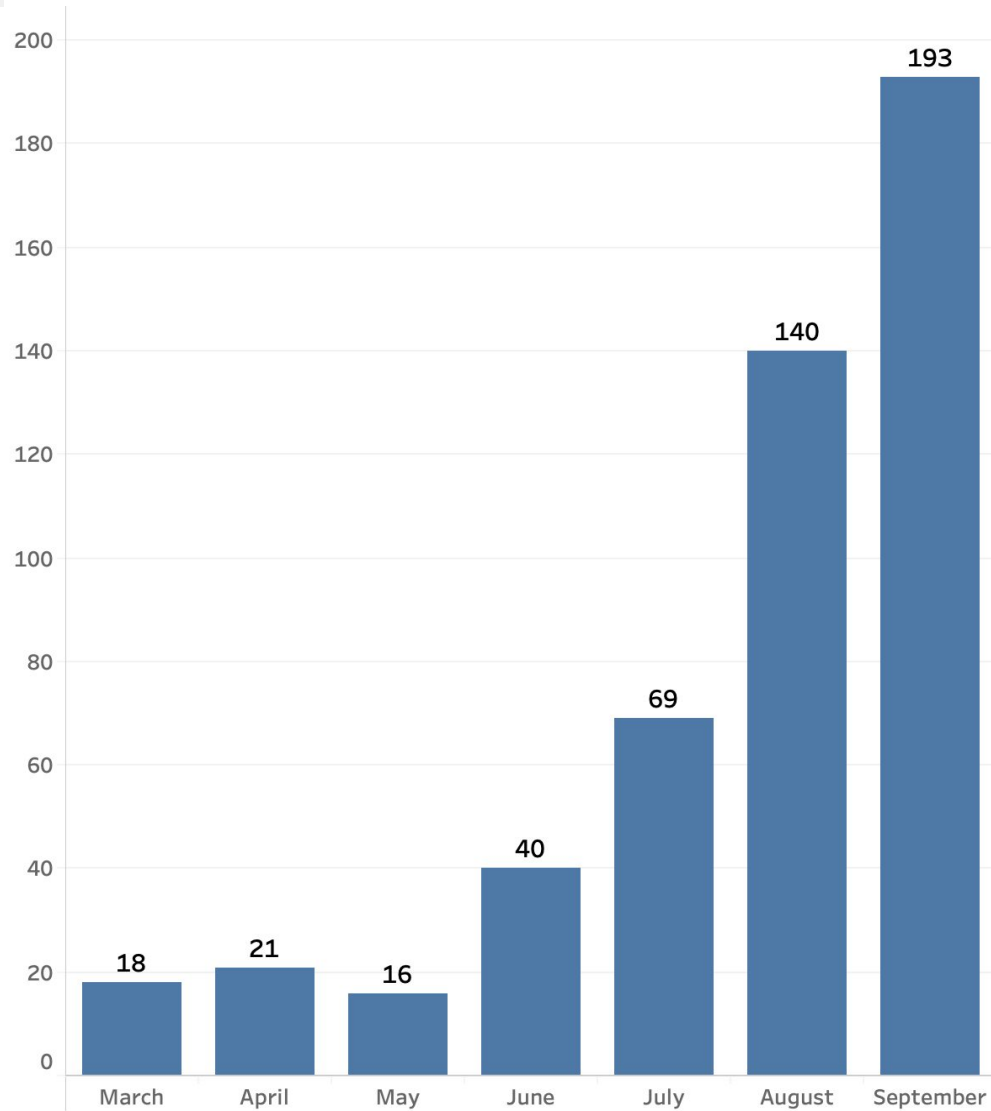




COVID isn't the only infectious disease



## Referrals to TB Hospitals are rising



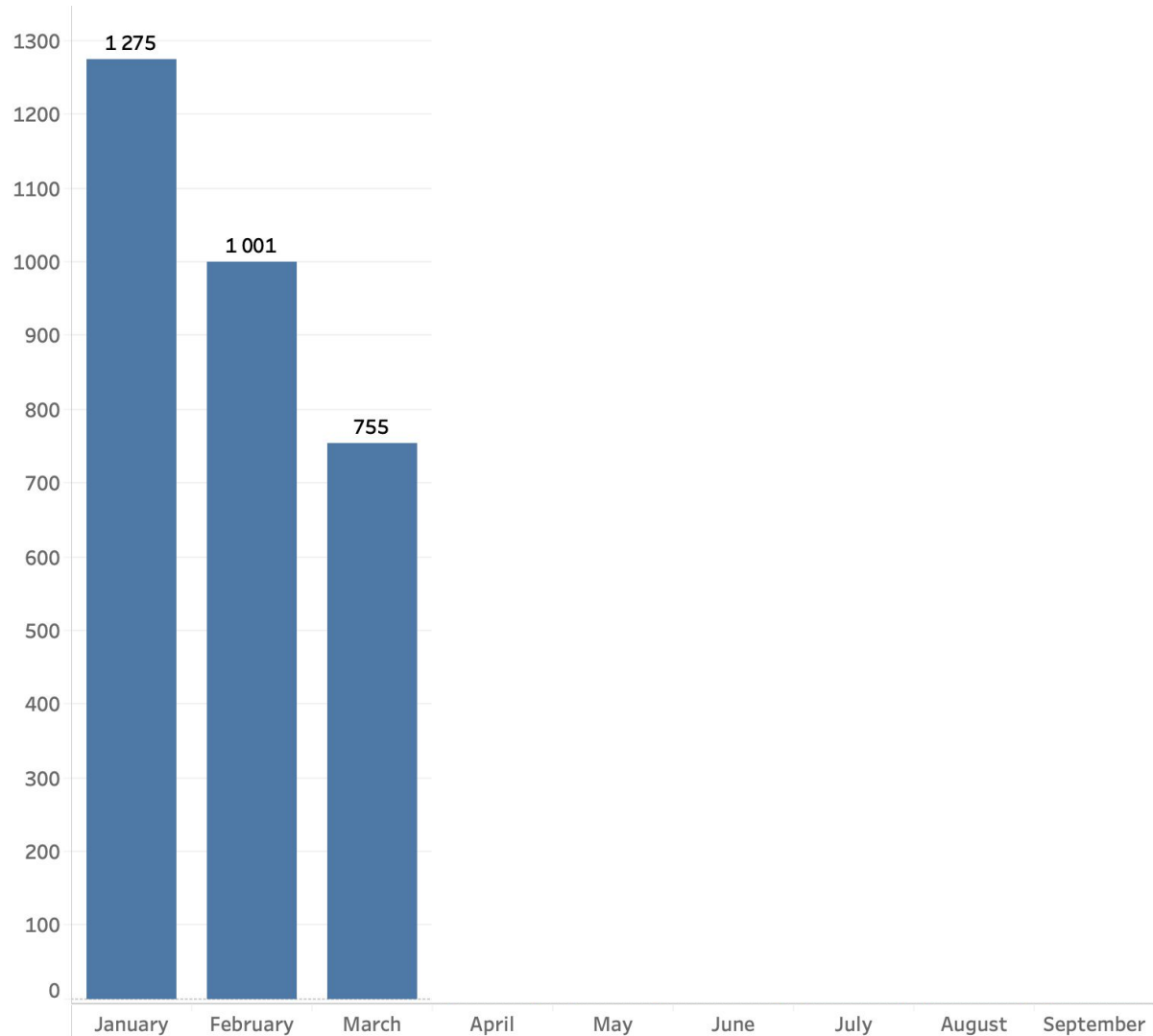




Backlog of elective surgery

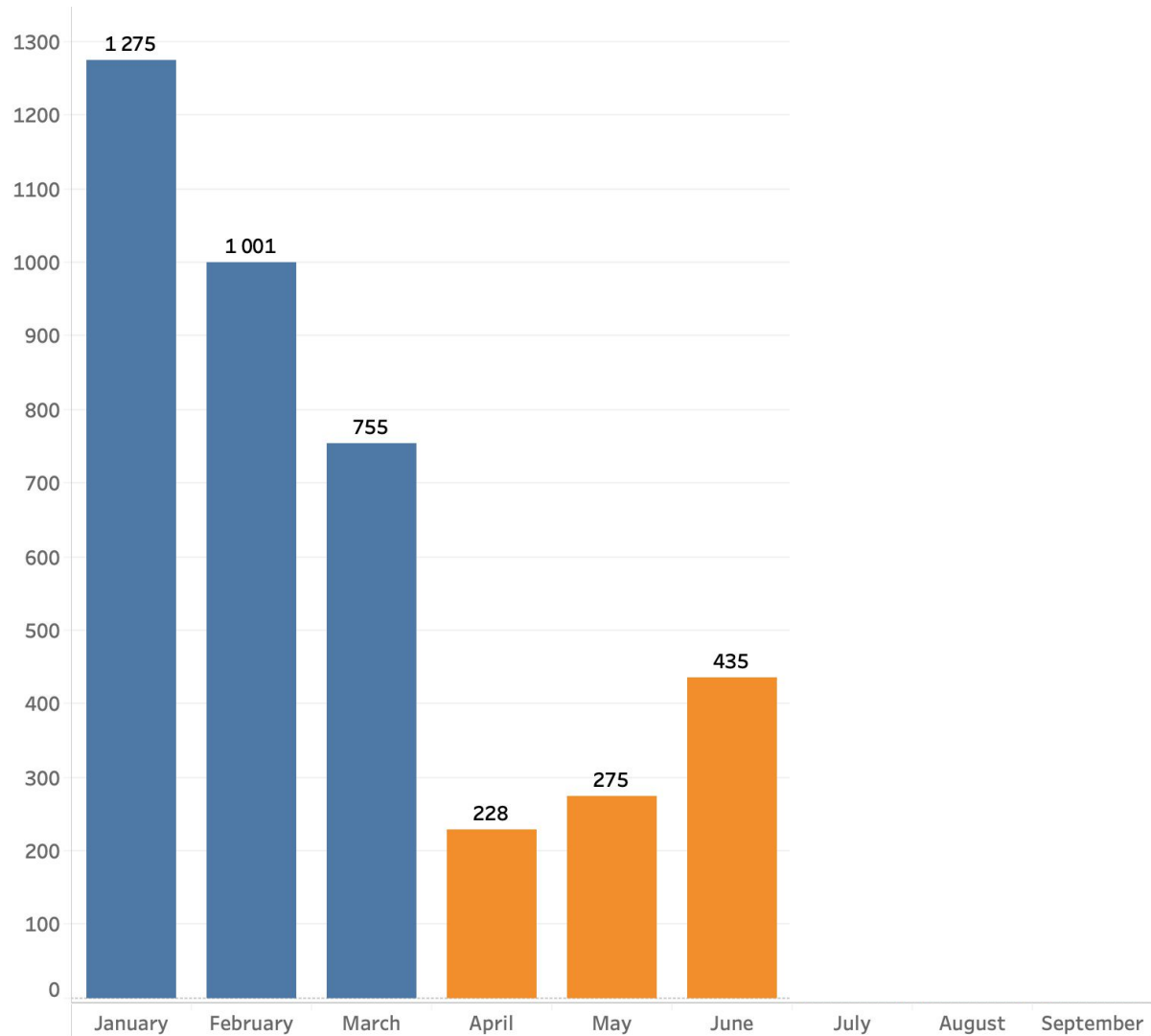


## Referrals for elective cataract surgery decreased rapidly and are yet to rise



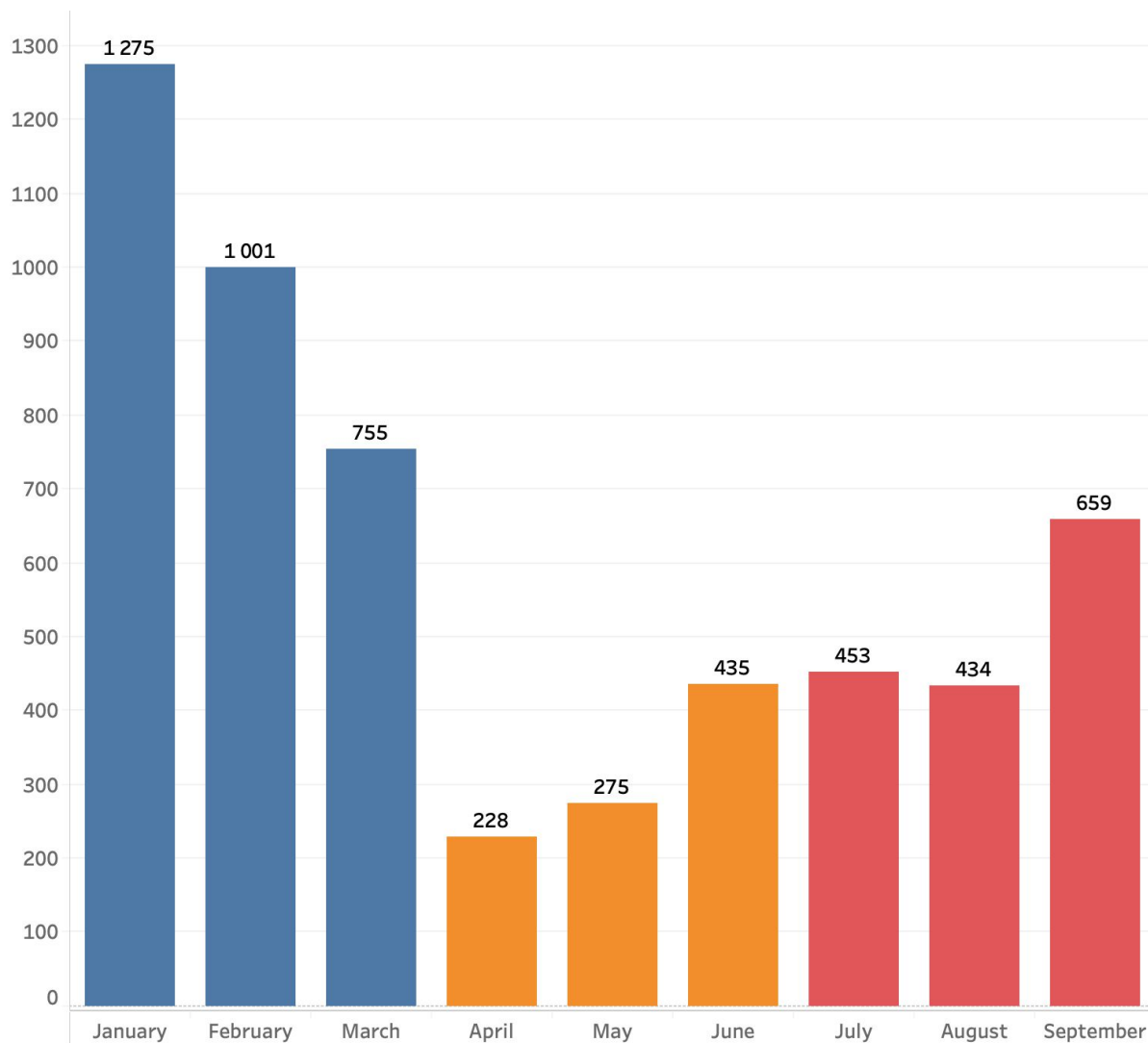


## Referrals for elective cataract surgery decreased rapidly and are yet to rise





## Referrals for elective cataract surgery decreased rapidly and are yet to rise





An injection in time saves...

07:31



## ← National Services

 Find national service



03 National Vaccine Helpline

Sumari Davis | On call

Brought to you by Sanofi



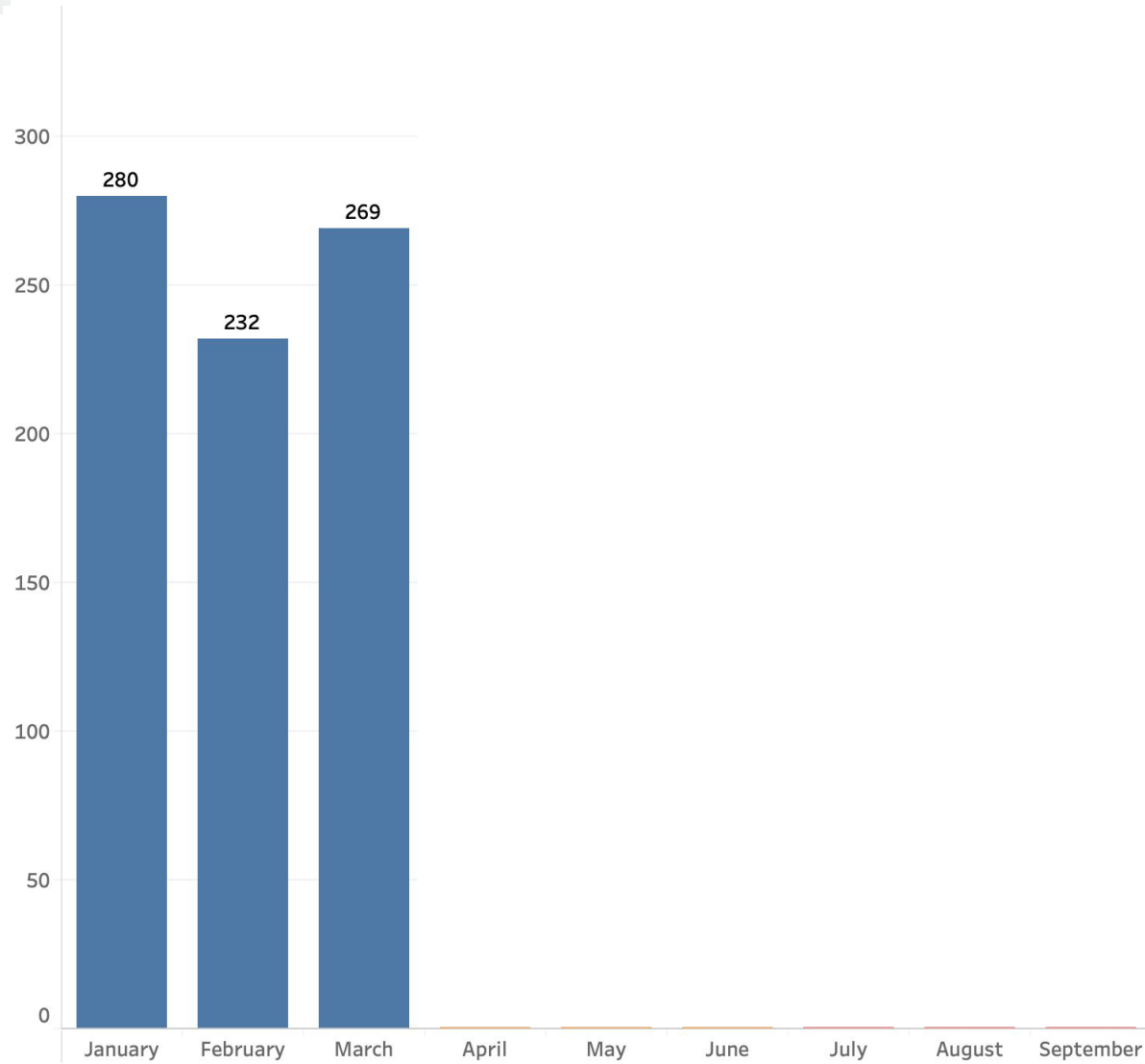




Mental health

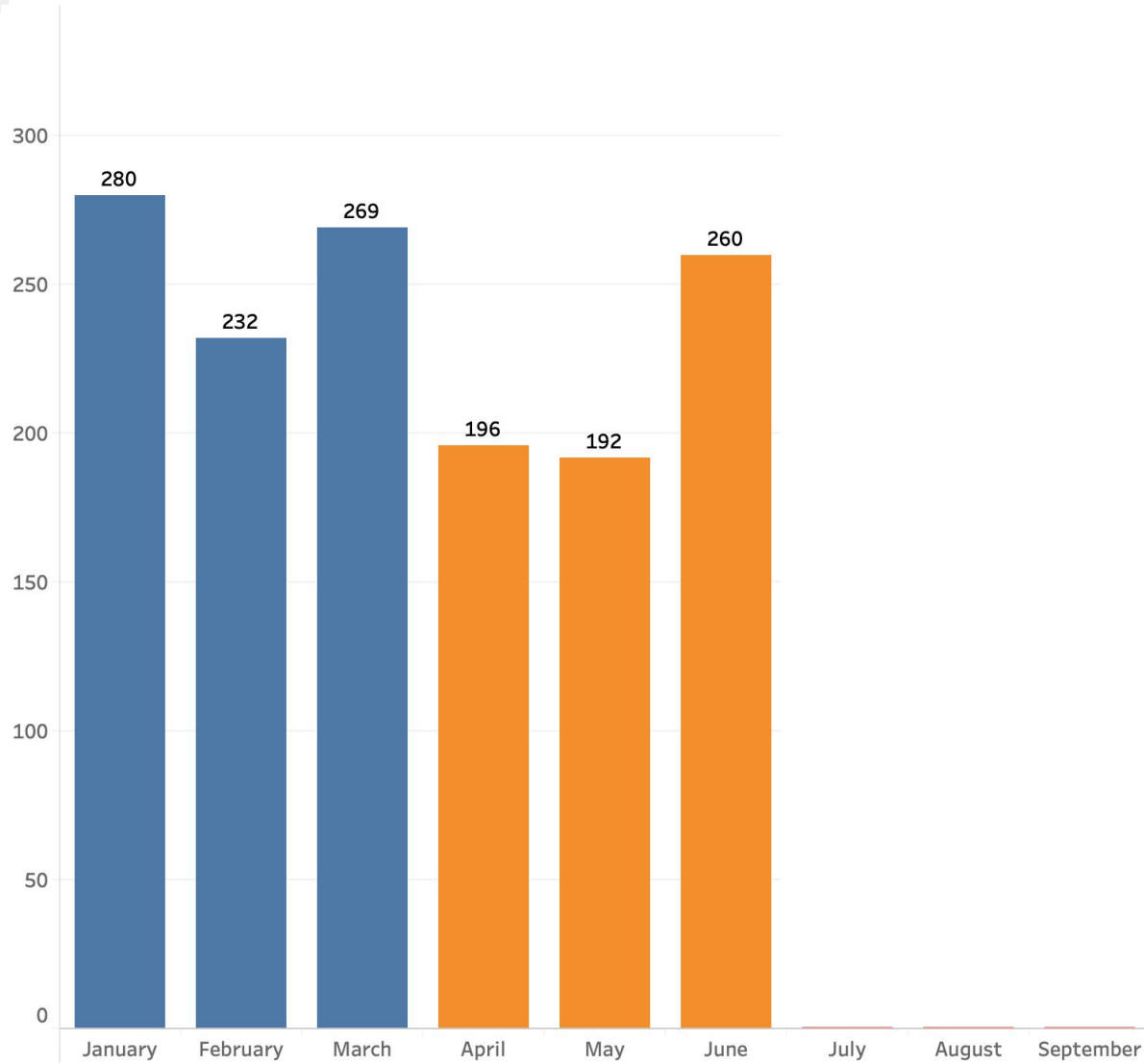


## Psychiatric referrals



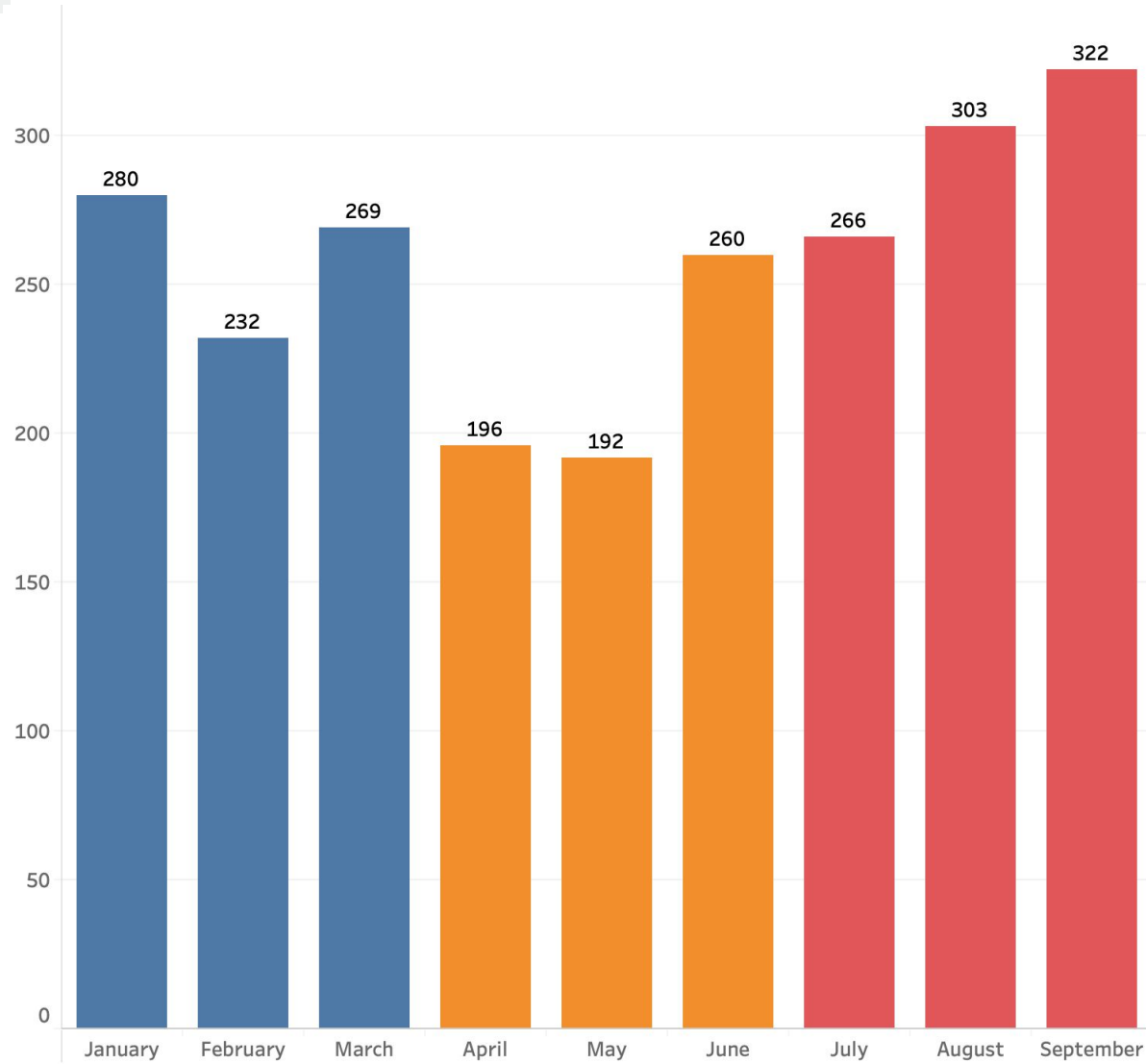


## Psychiatric referrals





## Psychiatric referrals





“ We are able to support peripheral health workers by reviewing the Mental Healthcare Act forms, to ensure that patients are transferred between facilities legally and safely to avoid medico-legal issues. ”

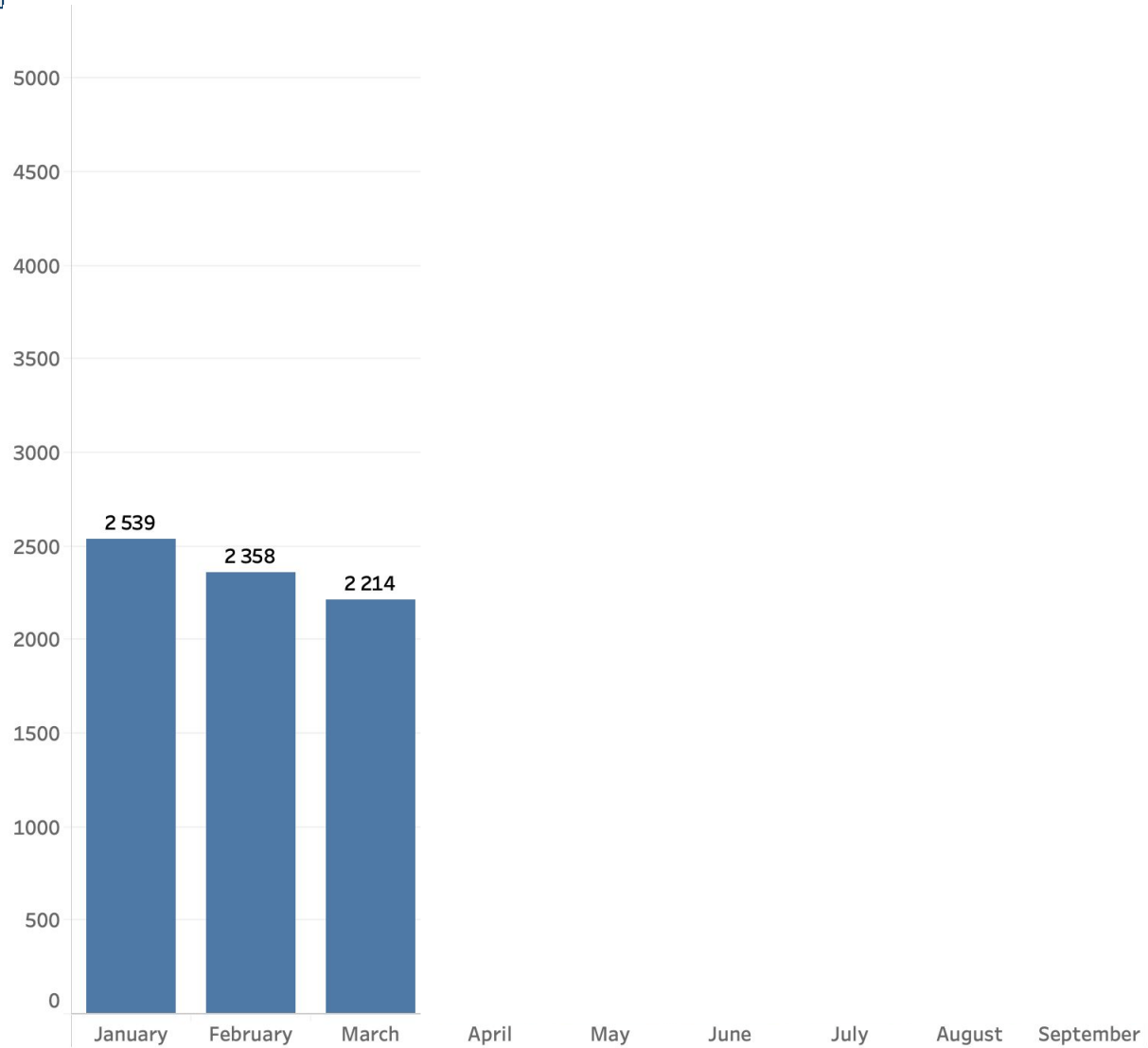
***Dr Katya Evans - Mitchells Plain Emergency Medicine, Western Cape***



Where is everyone?



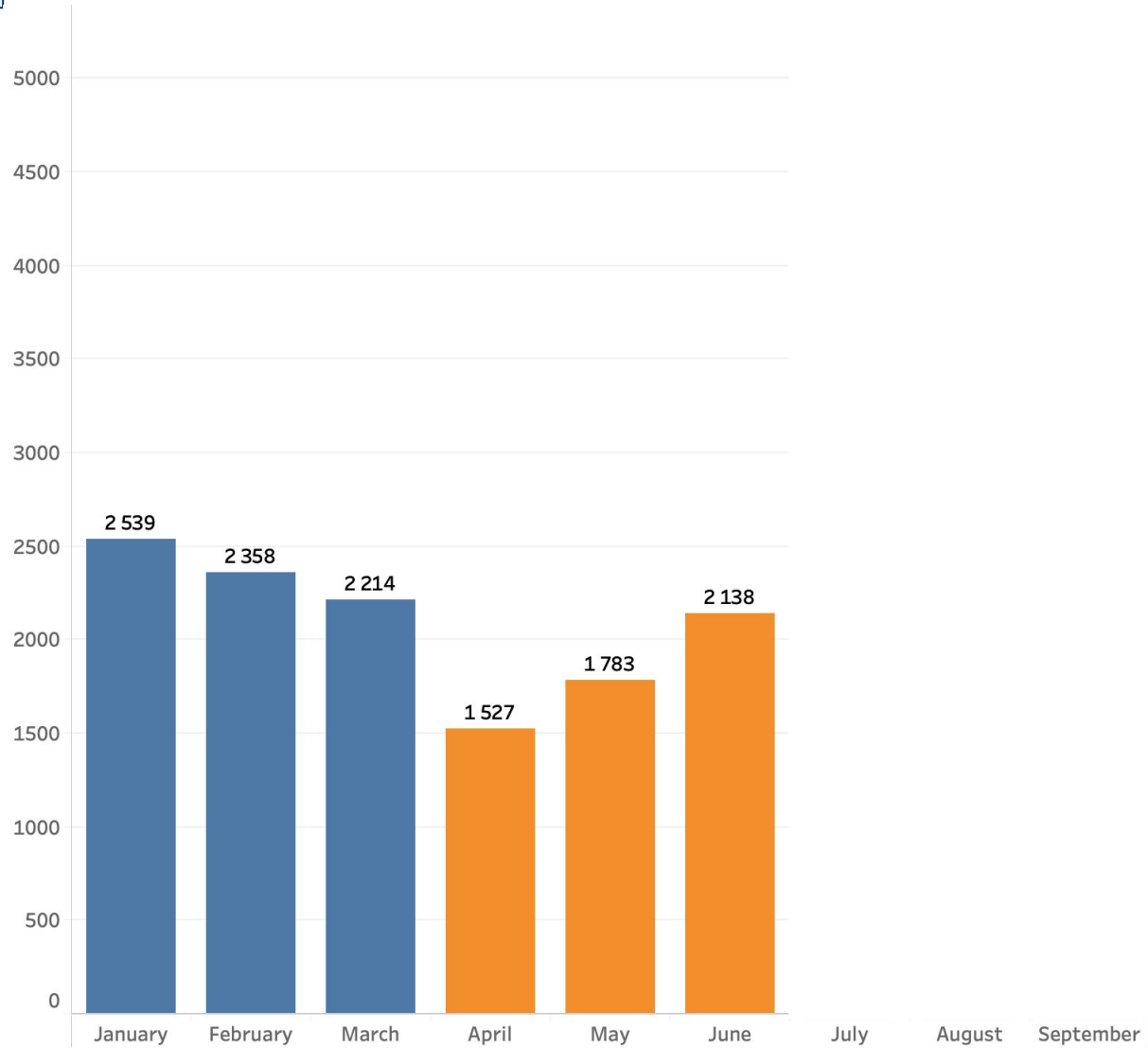
## Referrals to Emergency Medicine





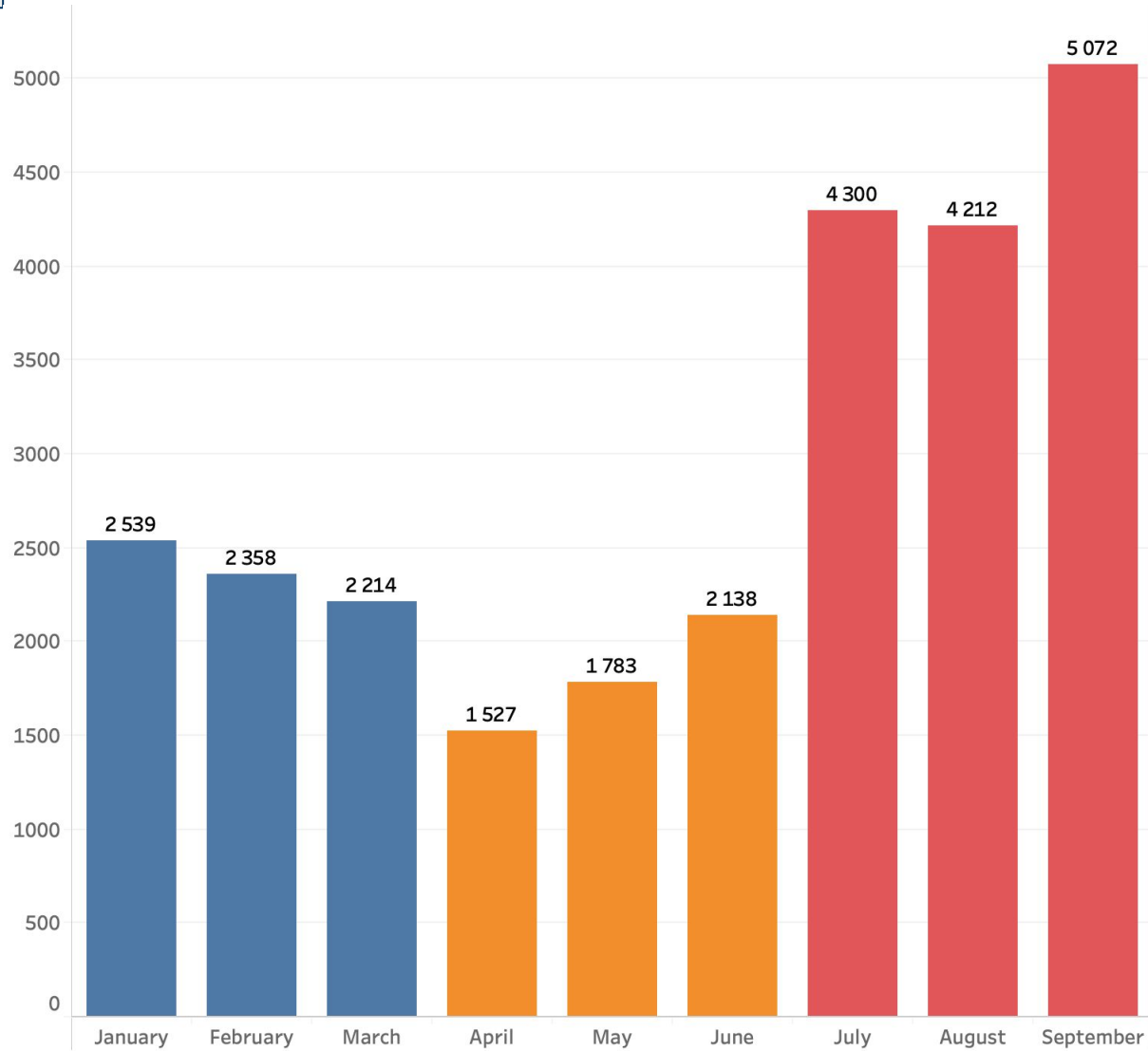


## Referrals to Emergency Medicine





## Referrals to Emergency Medicine



“

Being able to contact the registrar or specialist on call directly saves time, anxiety and frustration

”

***Dr Sa'ad Lahri - Emergency Medicine  
Khayelitsha Hospital, Western Cape***





Improve triage



## Triage

1. The loudest wins



## Triage

1. The loudest wins
2. The richest wins



## Triage

1. The loudest wins
2. The richest wins
3. First come first serve





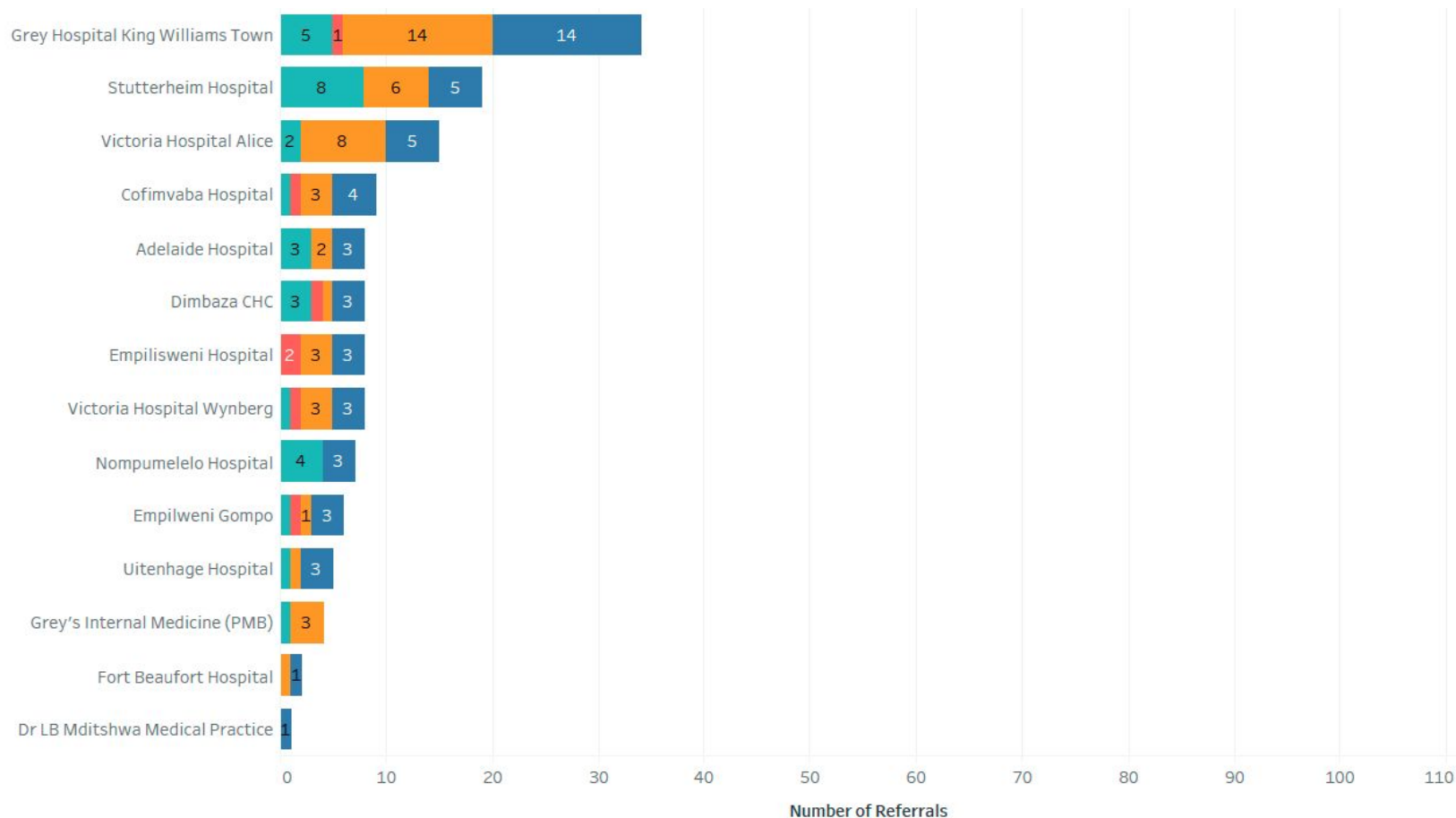
## Triage

1. The loudest wins
2. The richest wins
3. First come first serve
4. Systematic triage eg use Vula for elective surgery

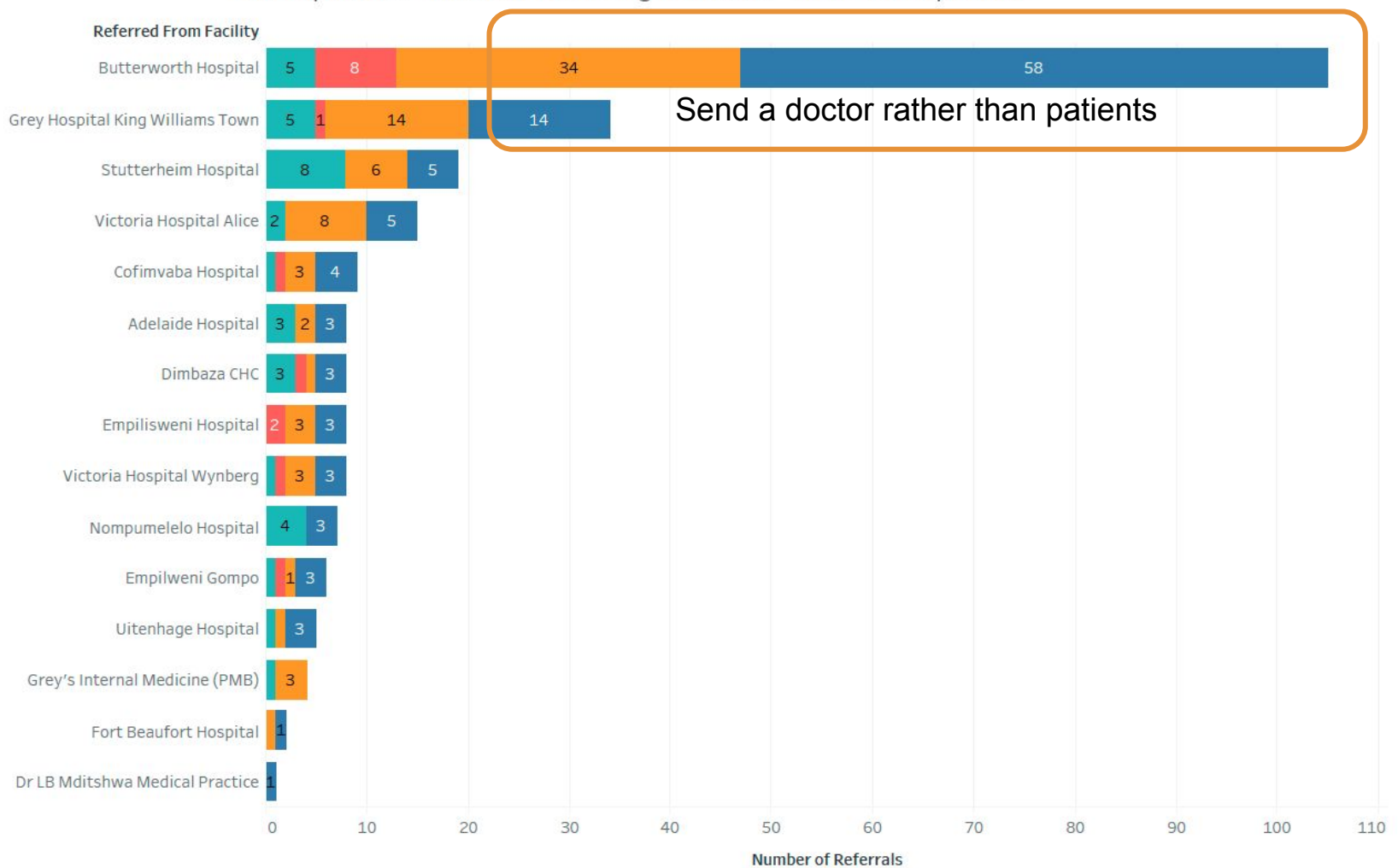


Public sector waves of efficiency

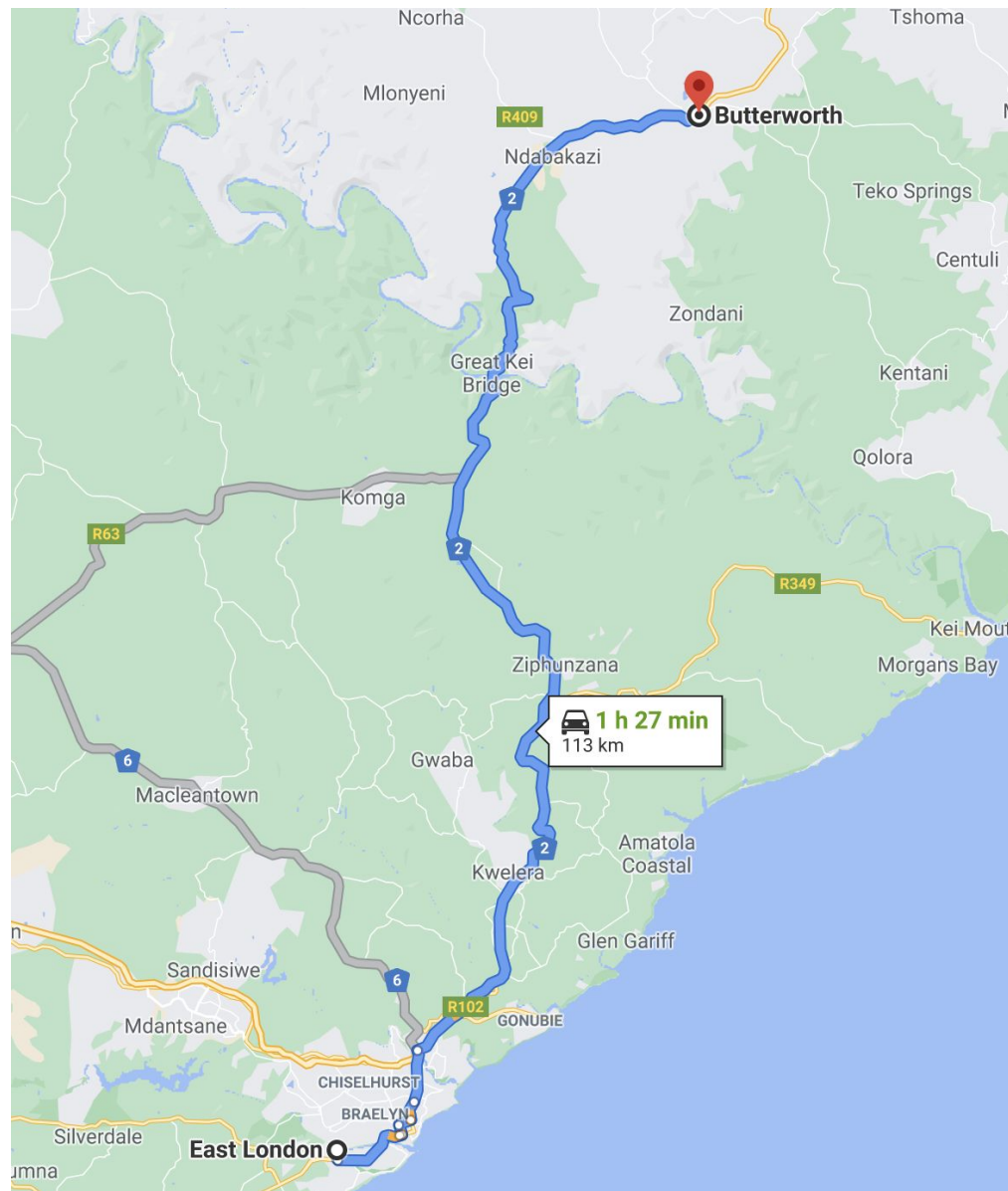
# Referrals to Frere Hospital in East London

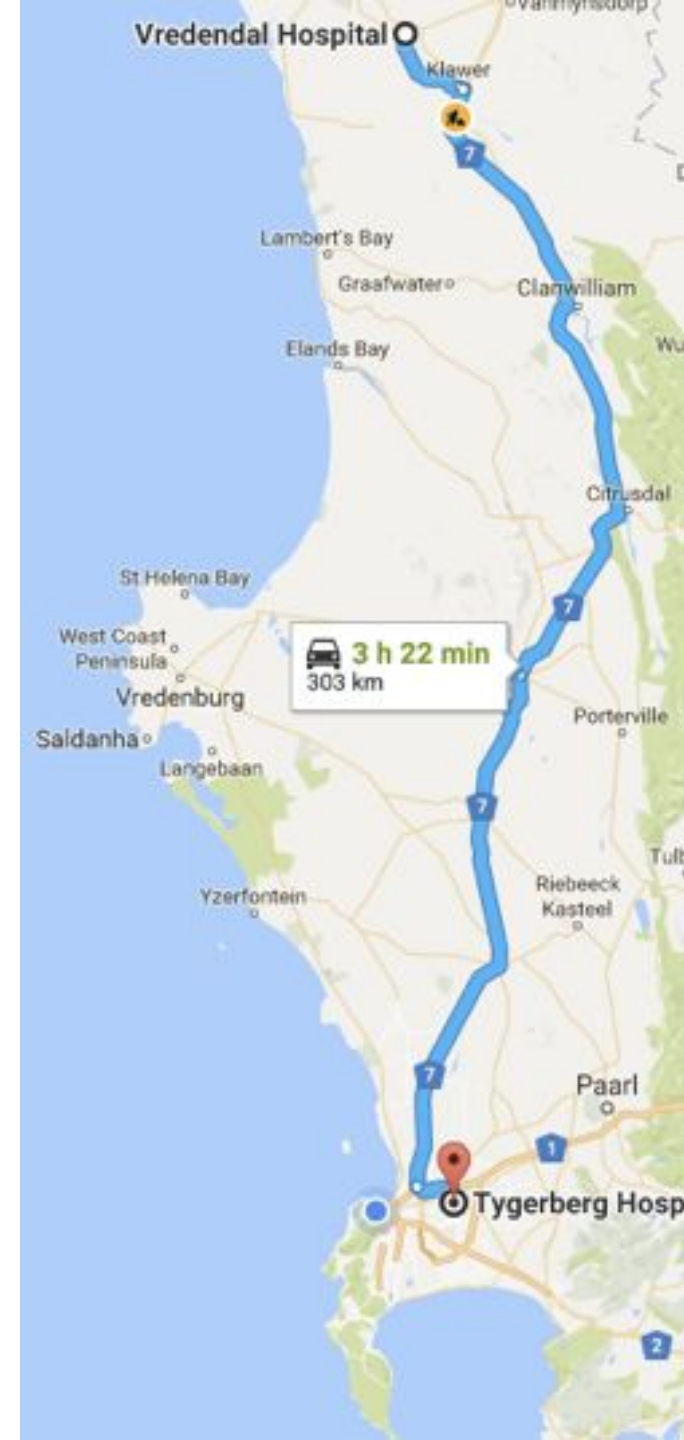


# Referrals to Frere Hospital in East London



# Referrals to Frere Hospital in East London



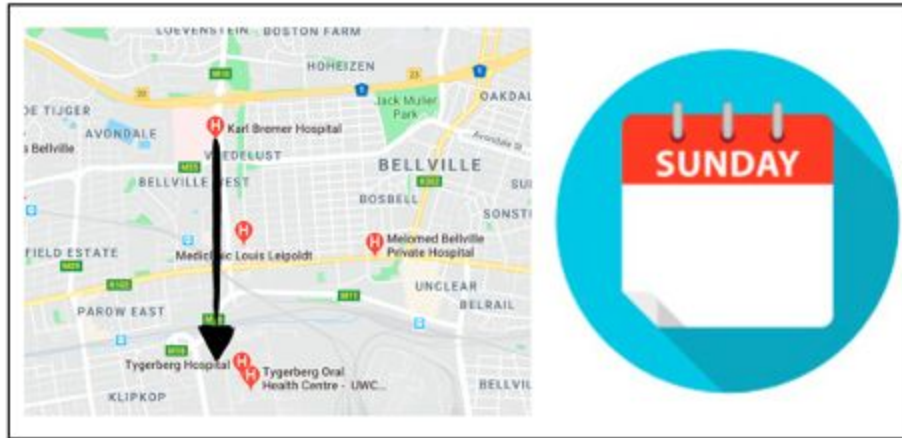




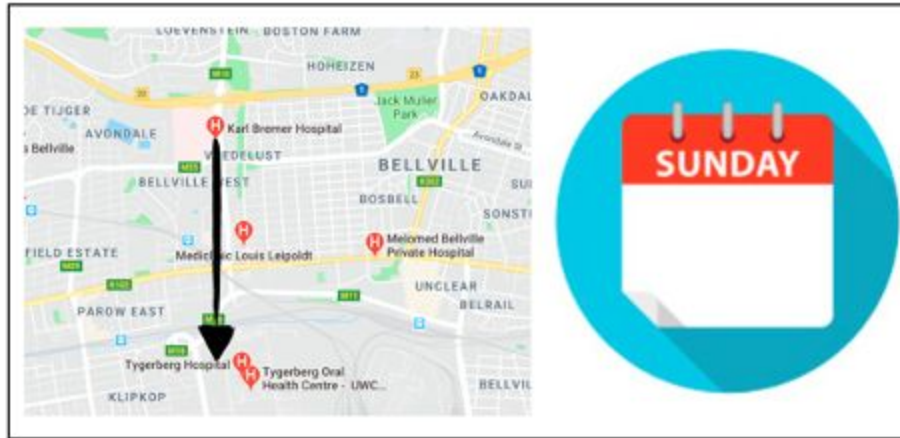
Waves of efficient collaboration



## Optimise use of available resources



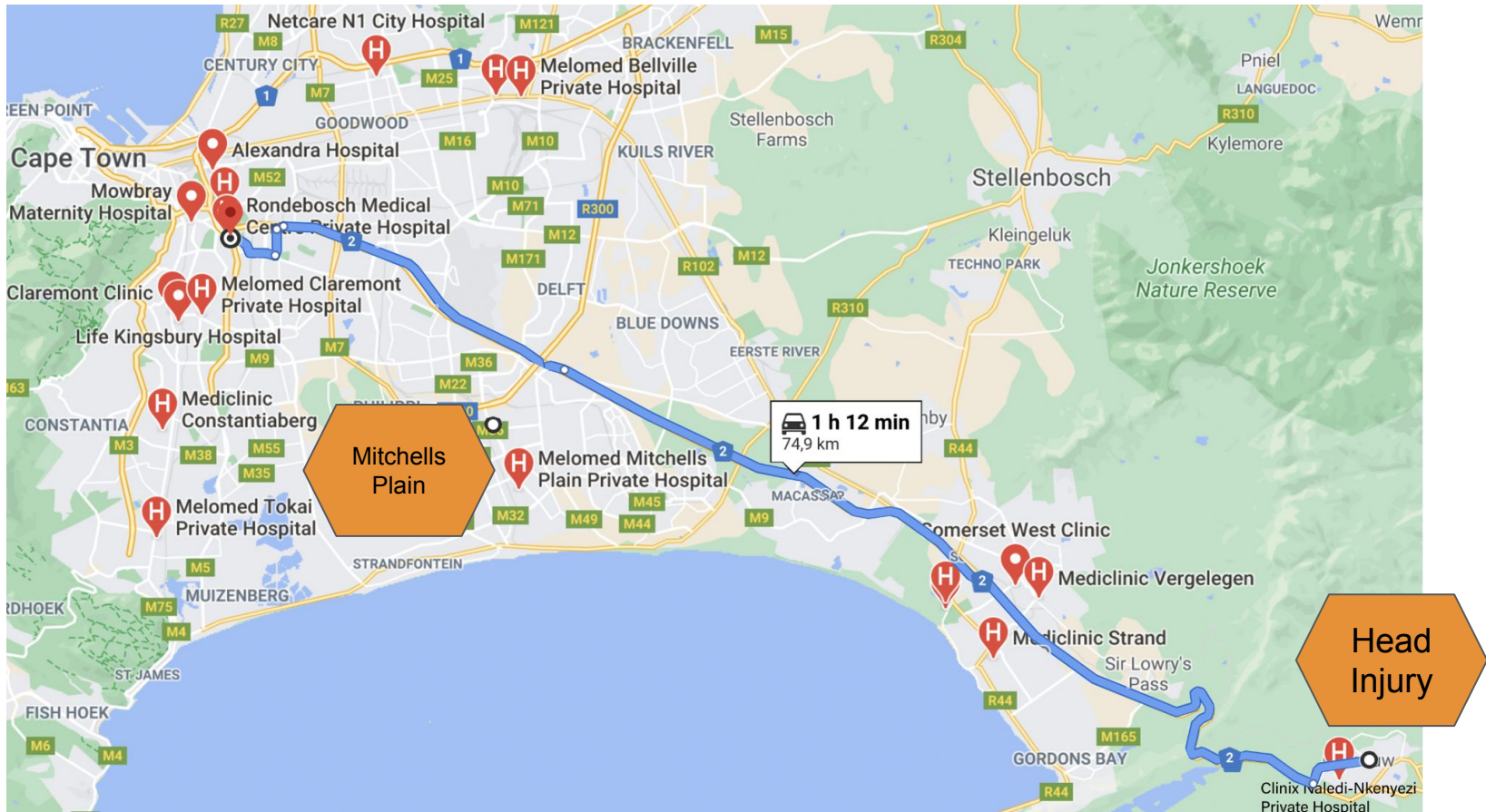
## Optimise use of available resources



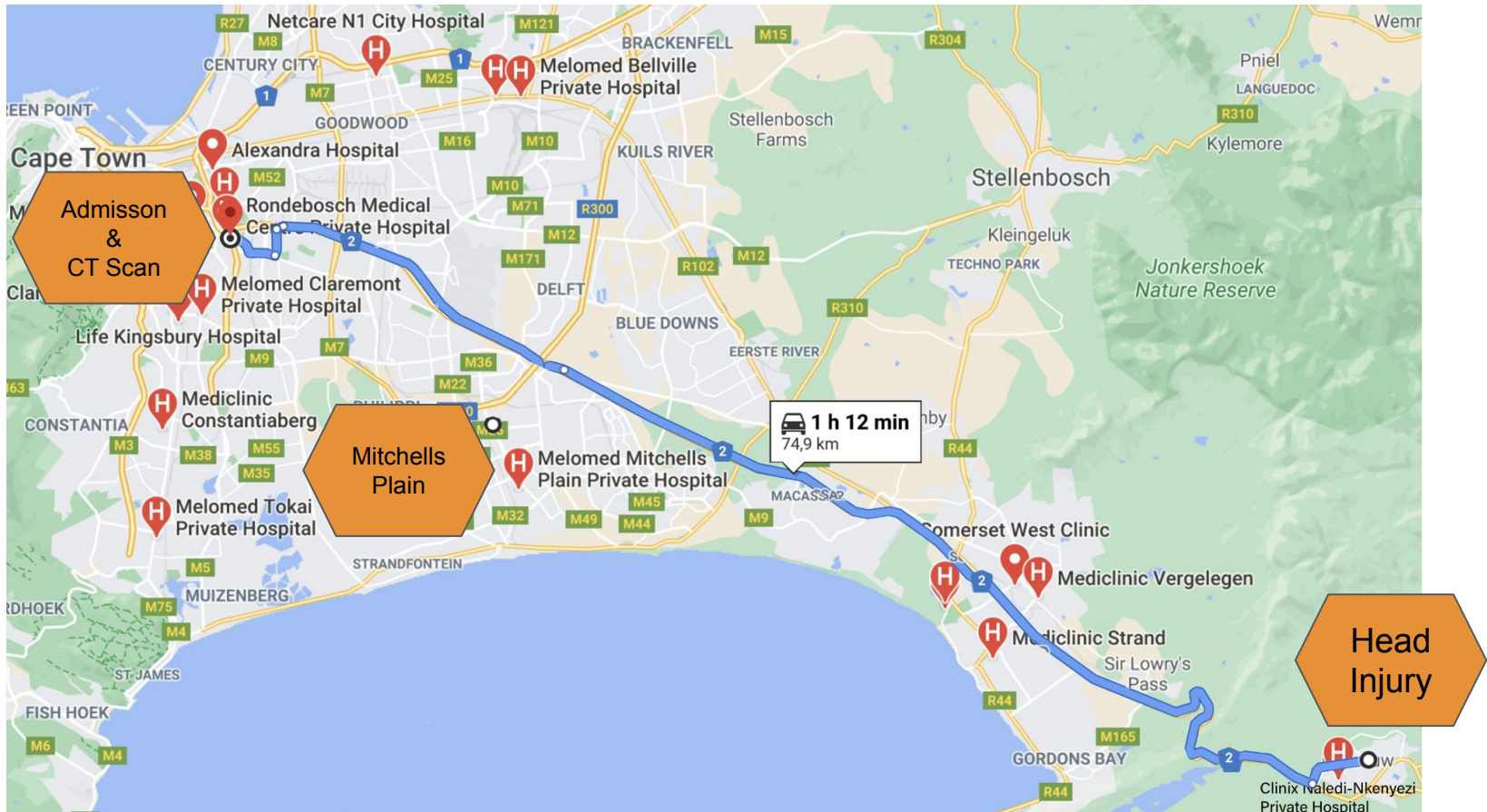
**Opportunity: Use private theatres and public sector staff for 3 hours on Sundays**



## Public & private care coordination: emergency paediatric CT Scan

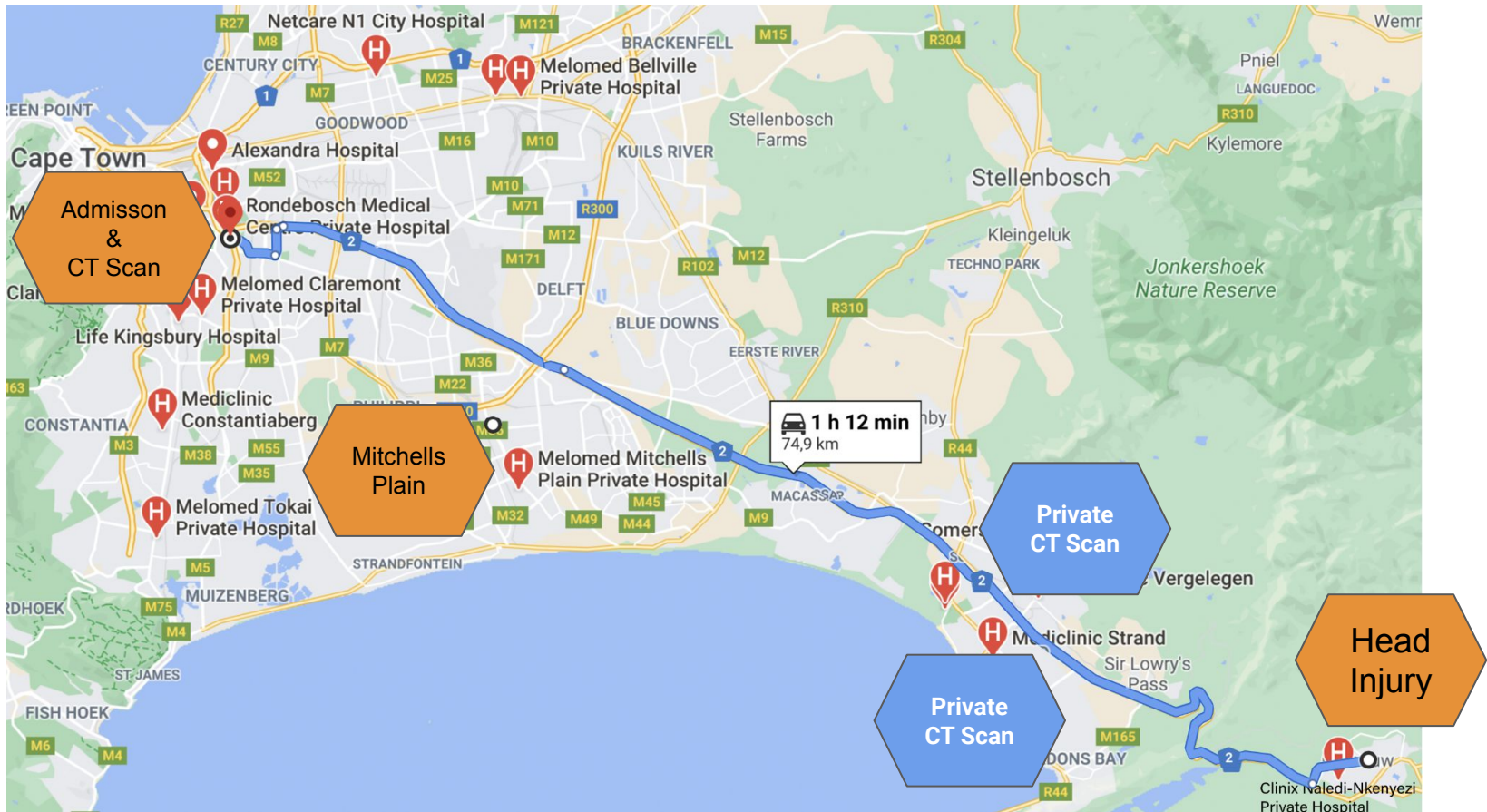


## Care coordination: Emergency paediatric CT Scan





## Care coordination: Emergency paediatric CT Scan





Smell the future





Connecting the dots

Public, private, government, NGO and  
academic partnerships



MAFAMI  
Pty Ltd



MAFAMI  
Pty Ltd



*Johnson & Johnson*



Gift of the Givers



UNIVERSITEIT  
STELLENBOSCH  
UNIVERSITY





# Thank you

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