

Your loved one is in hospital with COVID-19

- When severe, COVID-19 commonly causes pneumonia, an infection of the lungs. It may also worsen existing chronic conditions, like diabetes or asthma.
- Your loved one may need to receive care in hospital if they have difficulty breathing, persistent pain or pressure in their chest or confusion.



Keep calm

- Your loved one needs to be in hospital to receive care that will help them recover from COVID-19.
- In most cases, recovery with oxygen support is possible.

Be prepared

- Ensure your loved one has everything they need for their hospital stay:
 - Chronic medication or a list of or a script for these
 - Warm clothes and socks
 - A blanket
 - Toiletries
 - Something to read
 - If possible, a cellphone and charger and adapter plug.
- Know where your loved one's important personal documents (identity, medical, legal, financial) are kept in case of an emergency.



Get and give information

- Check which hospital your loved one will go to.
- Find out what the contact number is.
- Ensure the ambulance or hospital staff have your correct contact details, and a second number, if possible.



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Stay connected

- You will not be able to visit your loved one in hospital because of hospital regulations to prevent coronavirus from spreading.
- You can keep in touch by phone if your loved one has a cellphone.
- Or you can call the ward to check up on your loved one.
- Be patient with the staff. There are many patients with COVID-19 and this is a busy time for them.



Quarantine all contacts

- All those who had close contact (face-to-face, less than 1 metre apart or for longer than 15 minutes) with your loved one should quarantine for 14 days from when you last had contact.
- It can take up to 14 days before you become ill with COVID-19.
- Even if you have not had a test, you may have coronavirus and you may pass it on, even before becoming ill.
- Should you or another family member develop symptoms of COVID-19, call your healthcare provider or the Provincial Hotline on 021 928 4102.



Keep everyone informed

Keep all the members of your household, including children, updated about the health status of your loved one.



National Hotline: 0800 029 999



Provincial Hotline: 021 928 4102



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