

**Season II Week 1: COVID 19 Radio Campaign**

**Theme: LEVEL 4: Patients with chronic conditions can access medication through CCMDD/ DablapMeds**

**Objective:** Audience understands that people with chronic conditions that are stable can collect their medication through the CCMDD programme at an external pick-up point or at a local facility where they usually collect their medication.

**Audience take outs**

1. People living with chronic conditions such as hypertension, diabetes, HIV and are stable on their treatment are encouraged to get their medication through the CCMDD programme.
2. Audience to understand that LEVEL 4 is risk adjusted strategy to flatten the curve and people are encouraged to adhere to regulations including preventative measures such as social distancing, washing their hands regularly and wearing a mask,
3. Audiences are encouraged to recognize people with chronic conditions are at high risk of COVID 19

**Radio Show: Introduction**

**Radio Presenter**

Welcome to the COVID 19 Radio Talkshow

This week we are happy to welcome XXXX, our Healthcare Worker (name).

Remind the audience that the Radio Station is working closely with the National Department of Health in partnership with the Centre for Communication Impact through funding from U.S.A.I.D to help everyone affected by COVID 19

Presenter: You are listening to [Name of community radio station], your favorite radio station that provides you with accurate information on coronavirus. This program is brought to you by [Name of radio station] and the Department of Health, funded by USAID through the Centre for Communication Impact. Remember you can reach us on [phone number] or post on social media (give channel FB and twitter handles of the station).

The whole of Mzansi is on lockdown and getting to a clinic is almost mission impossible. It’s even harder if you have a chronic condition that needs a monthly clinic visit.

But… it’s not all doom and gloom. Stable patients have an option to collect their chronic meds closer to home, with the help of the CCMDD programme, which now has an easy name called DablapMeds. DablapMeds is basically a shortcut to your chronic medication. It means more convenience and less time in a queue.

So, if you’re on chronic meds and are not registered for DablapMeds, ask your nurse if you qualify. If you’re already registered get your chronic medication at a pick-up point closer to you. It’s very important that you collect your meds on the correct date to avoid overcrowding. With the spread of Covid-19, the best thing for you, your loved ones and your health, is to try social distancing by staying away from crowded places. This message is proudly brought to you by the National Department of Health.

If you want to speak to a professional about COVID-19, call the helpline on 0800-029-999.

**Please visit the Government website for more information about coronavirus at**

**[Notes].. Invite your guest to share his last thoughts based on the calls.**

**[Notes]. Close the show by capturing the highlights and key points that listeners should consider as future lesson as per the episode script**

**[Notes]: presenter should always refer listeners to information resources:**

**PRESENTER:**

**Please visit the Government website for more information about coronavirus at** [**www.sacoronavirus.co.za**](http://www.sacoronavirus.co.za) **or** [**www.nicd.ac.za**](http://www.nicd.ac.za)

**Don’t forget to send Hi to the Government’s whatsapp line at 060-012-3456 or call the hotline on 0800-029-999. They are all free of charge.**

**Thank you all for listening.**

**GIVE OUT THE NUMBER:** If you are infected, recovered or caring for someone who is affected by COVID, and not able to access medication for a chronic patient etc join us hear from the Health Care worker xxxxxxxxx

**Question 1**

Following the announcement by President Ramaphosa that SA is on LEVEL 4 which has eased the regulations, many people are wondering as to what it means for the vulnerable groups such as people with chronic conditions. Today’s show is dedicated to these vulnerable groups as we discuss the Department of Health’s initiative namely CCMDD which is also called Dablapmeds as a way to make it easy for people with chronic conditions to access their medication.

Perhaps let’s start by talking about different chronic conditions that exist and how do they make people more vulnerable or at high risk of COVID 19.

Health Promoter

* Discuss different chronic conditions such as Hypertension, Diabetes, Asthma etc. and how does compromised immune system makes patients at high risk of COVID 19
* Encourage the audience to stick to basic practical things (washing of hands, social distancing and wearing a mask.
* Encourage the audience who live with chronic patients to play a supportive role by ensuring that risk of COVID 19 is minimized and patients adhere to preventative measures at all times

**Question 2**

Some people may find it difficult to access the medication as regulations encourage people to stay at home…what can people do to access their medications.

* **What is CCMDD?**

**CCMDD stands for Central Chronic Medicine Dispensing and Distribution and it is a free medicine collection programme for patients with chronic conditions who are stable on their treatment. We know that CCMDD is quite a mouthful and this has inspired a new name - Dablapmeds. The convenience and pick up points remain the same, but the name is a bit easier to remember**

* **Who is CCMDD for?**

**It is for public sector patients with chronic conditions that are stable on their chronic medicines**

* **Where can you collect your medicines?**

**Patients can collect their medicines at registered pick-up points that may be closer to their home or workplace, instead of at the clinic/hospital. If you are a high-risk patient e.g. you have diabetes, it is advisable that you stay at home and opt for the home delivery model if are offered this. Alternatively, we highly recommend that you have a buddy that is registered as a proxy with the service provider to collect on your behalf.**

* **How does the CCMDD programme work?**

**Your doctor/nurse will give you a 6 month repeat prescription, so you only need to visit the clinic/hospital twice a year for a full consultation. If you feel unwell at any time you can go back to the clinic**

* **How will one know when to collect their medicine?**

**Your collection dates are given to you on a collection card. Keep this card safe. You will also receive an SMS to remind you when to collect**

**Question 3a**

Many people might be confused as to who qualifies to receive their medication closer to home or at local pharmacy

**Health Promoter**

* **How does one get onto the CCMDD programme?**

**If you are stable on your chronic medicines, have a valid ID, passport number or Asylum seeker number and choose to be on the programme, ask your nurse or doctor to enroll you onto the programme. They will also verify if you qualify to be on the programme**

* **What medical conditions are included on CCMDD?**

**Your nurse or doctor will have the complete list of conditions included, some of the conditions are:**

* + **Diabetes**
	+ **Hypertension**
	+ **HIV**
	+ **Asthma and many more**
* **I am an asylum seeker or hold a foreign passport, can I register on CCMDD?**

**Yes, you can. Ensure you provide your passport number or asylum seeker number along with your correct date of birth**

**Question 3b**

**Some common questions that are asked by patients**

* **Can I change my Pick-up Point?**

**Yes. When you have your next clinic visit and get a new 6-month repeat prescription, or if you do not have an upcoming clinic visit you can contact the call centre to change you pick-up point. You should tell the call centre agent for how long you need your pick-up point to be changed and the agent will tell you when your first parcel can be expected at the changed pick-up point.**

**Eastern Cape. Free State, Gauteng, North West**

**Toll free 0800 214 761**

**Please call me 30948**

* **Limpopo, Mpumalanga, Northern Cape**

**Toll Free 0801 516 176**

**Please Call Me 060 529 8793**

**WhatsApp 082 656 5254**

* **KwaZulu – Natal**

**Toll Free 0800 212 350**

**Please Call Me 060 529 8793**

**WhatsApp 082 656 5254**

* **What if my pick-up point is closed?**

**There will be a notice at the pick-up point advising you where to collect your medicine. You may also receive an SMS informing you about where to collect your medicine**

**Call the toll-free line to find out where you can collect your medicine. If you are unable to access any of these, then please go back to your clinic**

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* **What happens if I miss my collection date?**

**Always ensure you adhere to your collection date given to you. If you cannot collect, ensure one of your nominated proxies collect on your behalf. Private sector pick-up points have more convenient operating hours which makes it easier to adhere to your collection date. Your parcel will be kept at the pick-up point for 7 days. If you have not collected your parcel within this time, you will be deregistered from the program**

* **Can I send somebody else to collect for me?**

**Yes, you can nominate two people to collect on your behalf. The person collecting on your behalf must take your medicine collection card as well as ID and their own ID when collecting**

* **What must I take with me when I go to collect my medication?**

**Your ID, Passport or Asylum seeker number and your collection card.**

* **I have changed my cellphone number; how can I update it on the system?**

**Contact the helpdesk on the toll-free number as per your collection card**

* **How do I change my nominated collector or proxy?**

**Inform the helpdesk on the toll-free number as per your collection card or change proxies when you go back to your clinic for a consultation**

**Question 3c**

**Dablapmeds during COVID**

* **What happens if I miss my 6-monthly check-up?**

**You won’t get your medicine and can run the risk of becoming ill. Always go back to your clinic for your check-up, it is very important**

* **What happens if I fall ill or contract COVID-19 and can’t come to collect my medicine?**

**Your proxy can collect on your behalf. Remember that your proxy must have your ID and CCMDD collection card as well as their own ID. If your clinic offers a home delivery service during the COVID-19 pandemic you can ask to have your medicine parcel delivered to your home. Please ask your clinic if they have this option available**

* **What if my family and I, including my proxy is quarantined due to COVID-19 and cannot go out to collect my medicine?**

**You can ask someone not living with you to collect your medicine on your behalf and contact the call centre to let them know who will be collecting your medicine parcel. Remember that the person collecting on your behalf needs to have your ID and collection card as well as their own ID. If your clinic offers a home delivery service during the COVID-19 pandemic you can ask to have your medicine parcel delivered to your home. Please ask your clinic if they have this option available.**

* **Will I have to wait in a long queue to collect my medicine?**

**If you choose to collect at a pick-up point outside the clinic, you will not wait in long queues whereas, in a clinic or hospital you may have to wait in a queue. It is advisable to choose a pick-up point outside the clinic that is still convenient for you in order to protect yourself from potential infection in crowded facilities**

* **Will my Pick-up point be open during the COVID-19 lockdown?**

**Yes, all Pick-up points will remain open during the COVID-19 lockdown. If your pick-up point closed, you will be notified by SMS of the alternative PuP to collect your medicine parcel at. Please ensure that your service provider has your correct cell phone number**

* **Will my medicine still be delivered during COVID-19 lockdown?**

**Yes, medicine delivery is an essential service and will continue during the COVID-19 lockdown. You will continue to receive SMSs notifying you of your medicine delivery. It is important that you collect your medicine on your scheduled collection date**

* **12 Month prescriptions and prescription extensions**

**If you are on chronic treatment and on the Dablapmeds programme you will now get your treatment/medicine for 12 months. You only need to go back to your clinic for a consultation/appointment once a year.**

**Your medication will continue to be delivered at your pick-up point. Remember to take your collection card and ID with you. If you have any questions, or would like to change your pick-up point, you can contact the helpdesk.**

**If you feel unwell at any time, you can go back to your clinic. Take your last collected medicines with you and let the nurse know that you have collected your medicines at the pick-up point.**

**Some chronic medication may be excluded from this, ask your nurse if you qualify.**

**Question 4**

Testing and screening are currently underway in communities and should everyone living with chronic conditions participate?

* Discuss common symptoms of COVID 19 and encourage those experiencing these to seek help immediately
* Provide information about facilities in the districts that have been equipped to deal with COVID 19
* Provide information about the actual screening and testing of COVID. What it entails, where and how?

**Question 5**

Level 4 prevents people from moving from one province to another and what’s going to happen to patients who may have relocated to other provinces amid COVID 19 and may be asked to produce transfer letter by the facility where they have relocated to?

**Patients that cannot visit their normal clinic, can visit their nearest facility. No referral letter is needed. They should take their medicine containers to the new facility, even if its empty. After lockdown, they can go back to their normal facility. They should take their last collected medicines with them, so the originating facility knows that they have been adherent to treatment. Patients can change their pick-up point, from the new facility or contact the call centre who will do it for them.**

Presenter – sum up the conversation by giving the necessary information including contact details for COVID related services and information. Emphasize practical ways to prevent the spread and flatten the curve.

Close show:

The conversation continues here same time next week or give other shows and times when COVID 19 talkshow will be broadcast). Thank the guest, National Department of Health, Centre for Communication Impact and generous support from U.S.A.I.D