

We have unfortunately had to cut back on assisting travellers with Covid-19 PCR tests as we are primarily a clinical laboratory. The arrival of the second Covid wave coinciding with peak travel season, exceed processing capabilities. Resources for Covid testing is distributed all around the world and each country receives a certain number of test kits. The machines running these tests are also distributed in a similar way. Therefore, resources to process Covid samples are finite, and if there is a sudden surge like we experience now, the system will slow down.

We have been overwhelmed with requests that we simply could not manage to process in the time required for travel purposes. In addition to that, our first responsibility is to the sick and by now you have all realised that we are experiencing a second wave of Covid infections which is far worse than the first wave and hospitals are filling up with really sick people, whom we have to service. **Patients remain our first priority.**

Our staff are working 24/7 and have been doing so for months now and will continue doing so in order to process as many tests as they can every day. We are only able to test approximately 200 samples every 8 hours and occasionally the machines develop technical problems resulting in us having to repeat a run. Such an event further impacts our ability to get all tests done.

We have also had trouble controlling the crowds at our swabbing facilities and it is simply too dangerous to continue trying to accommodate travellers in this manner as people in the queues often refuse to wear masks or practice safe social distancing.

We have now activated an online booking system. Go to www.ticketsource.co.uk In the “search events” bar type in **travellers covid** and click on “find event”. Follow booking process from there on. Tickets are allocated on a daily basis, as we first have to assess our capacity for the following day, as we have to serve hospital and sick patients first.

For safety reasons we mostly have to swab outside as they do in most places in the world. This restricts what services we can provide and therefore cannot have our staff running off into the building to make photocopies or print forms as this wastes time and limits how many people we can assist.

Please therefore have the following with you

- Electronically completed forms (2) that have been printed.
 - These can be obtained on our website (www.pathcarenamibia.com) and are the **Pathcare Travel Request form** and the **MoHSS required CIF form**. Completing them electronically enables us to capture your data more accurately as we do not have to battle with deciphering handwriting. We do not provide space for you to complete the forms on site as this holds everyone up so if you do not have your completed forms with you, you will miss your turn.
 - Your **travel date** and **time** must be completed on this form as we try and prioritise tests based on this information.
 - Your **email address** and **cell phone number** must be stated clearly so that the result can be sent to you by both these means. If you have a foreign number, please add the appropriate country code.
- A **copy of your passport** as well as your passport for verification. We do not have time or staff to make copies.

Please keep the **laboratory reference number** you are given as this number is required for any enquiries. If not handed to you, please ask for it.

Please keep enquiries to a minimum as this is what is paralysing our system. Your results will be available within 48 hours and only after 48 hours should you contact us if you have not received your result. If you have to enquire about your results, please give your name and the laboratory reference number.

Our management had a productive meeting with **the Ministry of Health and Social Services** on **Saturday 19 December 2020**. The government has enabled very useful measures to implement with immediate effect. A statement to the nation with regards to these changes will be made in the very near future.