



Mistral Medical (MM) draws inspiration from the wind which blows in the south of France. The mistral helps to clear the skies and dries up stagnant water and mud, contributing to the health and prosperity of this iconic region.

Our vision is to have the same impact in the remote regions of Southern Africa by bringing medical and clinical skills and services to the communities of these regions.

MEDICAL SERVICES

Mistral Medical has been providing its services to various lodge groups across South Africa (including the Kruger National Park, Sabi Sands, Madikwe, Marataba, Eastern Cape and Cape Town) and over the last two years has:

TRACK RECORD

Consulted over **2 000** patients and performed over **4 000** procedures

COVID19 AWARENESS AND PROTOCOLS

Facilitate more than **1 000** daily Covid screenings, consulted more than **30** distinct lodge properties with bespoke SOPs, on-site risk area tape ups, staff training and assisted more than half of them with PPE procurement.

Since 2017, Mistral Medical has provided the rural communities of Southern Africa with healthcare products helping to change the lives of staff and their communities in the process. Through accurate statistical analysis of illness trends, we are able to tailor testing and treatment options while pre-emptively addressing pathologies through health education lectures, a first in the African healthcare space.

Central to our service offering is the maintenance of the guest experience that your lodge has gone to great lengths to provide. Our experience in servicing the hospitality sector allows us a unique opportunity to educate staff and maintain guest experiences.

Happy, healthy staff means happy, healthy guests.

OUR VISION

The directors at Mistral Medical combine their wealth of knowledge of the healthcare sector with a love and passion, not only for people, but for the bushveld's fauna and flora. They have a unique understanding of the needs of the communities they serve and the greater role these communities play in the protection of the biodiversity of these regions.

MEET THE TEAM...

DR. MATTHEW HARMER



Mistral Medical was Matthew's brainchild, and he continues to be the driving force behind the venture. His years of casualty and trauma experience, as well as being a registrar in radiology provide the clinical expertise needed in providing a unique healthcare initiative.

MEDICAL DOCTOR

PR DU TOIT



PR has experience in building a health insurance business across the African continent with the ultimate aim of facilitating access to care for all that live on it. His knowledge of healthcare funding and related economics aids him to manage Mistral's business, risk and operational matters.

HEALTH ACTUARY

DR. BRENDAN GOUWS



A medical Doctor with a wealth of experience in running one of the country's largest Emergency Departments, in addition to managing a medical administration and billing company and a GP practice.

Brendan's expertise in clinical systems and protocol development has been a game-changing addition to Mistral Medical's quiver, especially in the development of protocols to ensure sustainable lodge reopening in the post-lockdown era.

MEDICAL DOCTOR

COVID-19 AWARENESS & PROTOCOLS

The novel coronavirus has affected the tourism industry, its stakeholders and employees in unimaginable ways. At present Mistral Medical's focus is on providing our partners with the expertise to allow for the expeditious reopening of their world class establishments, and the peace of mind knowing their properties are disease-free and staff are up-to-date on the best medical information, as well as physically and mentally healthy, allowing resumption in the provision of an unforgettable guest experience.

To our partners, welcome back to work. We want to make your return as seamless and carefree as possible. Mistral Medical wants to eliminate the grey areas, the stress and the confusion of this 'new normal'. We want to be able to give you the relief and relaxation that you afford your guests.

SERVICES PROVIDED

Standard Operating Procedures (SOP) and Guidelines

- MM will scrutinise, comment, advise and endorse the Client's SOPs in line with best practice guidelines published by entities such as the TBCSA, the NICD and the WHO. Alternatively, MM will create a specific bespoke SOP for each specific client along these same guidelines.

Personal Protective Equipment (PPE) Requirements and Procurement

- MM will advise on quantities, quality and types of PPE specific to the requirements of the Client's business operations. MM can also assist with the procurement of PPE at competitive rates.

Staff Training

- MM can provide a variety of bespoke training materials and/or multimedia presentations tailored to Covid-19-specific TBCSA guidelines and/or Client-specific requirements as well as the correct safe usage of the PPE required in their establishments. Ongoing training will be provided both in person and via tailored staff training multimedia presentations.

Procedural Awareness

- Posters covering all aspects of staff training and SOP compliance to maintain awareness and reiterate training materials, as well as appropriate PPE requirements for various areas. Posters cover topics from correct hand washing and PPE to Covid-19 information.

Covid-19 Screening Web Portal

- Our secure web portal allows for real-time monitoring of both guest and staff health status via expeditious screening for Covid-19-related signs and symptoms, with immediate referral of risk flags to a medical practitioner for further work up and interventions.
- The web portal is fully customisable and constantly updated allowing our clients to stay abreast of the ever-changing needs of their staff and guests, as well as government or trade requirements.
- All personal information is protected according to GDPR guidelines, as well as patient practitioner confidentiality, allowing staff and guests the peace of mind that their personal information is fully protected.
- Our user friendly online Screening web portals provides registration, pre-screening, continuous daily screening and monitoring, necessary reporting and alerts (when required) with data hosted on a secure and GDPR-compliant cloud database.
- Staff database is kept separate from Guest database which in turn is kept separate from Guest booking data.

Remotely Accessible Medical Consultations

- A tele-health service that MM provides with scheduled availability for remote consultations and/or more specifically for advising on acute cases and medical emergencies allowing compliance to local and international best practice, protecting both guests and staff.

DIRECTORS: DR. MATTHEW HARMER, PR DU TOIT, DR. BRENDAN GOUWS

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