

Dear Practitioners

On 27 June 2021, the President of South Africa, His Excellency Cyril Ramaphosa addressed the nation on the country's response to the COVID-19 pandemic and subsequent announcement to move to adjusted alert level 4 of the lockdown.

The decision to move to alert level 4 was based on the increasing number of confirmed positive cases of COVID 19. The Acting Health Minister, Mmamoloko Kubayi, confirmed that the Delta variant (which was first identified in India) has started to spread rapidly in South Africa and is beginning to dominate new infections arising in the country's third wave, particularly in KwaZulu-Natal, Gauteng, Western Cape, Eastern Cape and the Free State. The Delta variant is said to be the most transmissible form of the SARS-CoV-2 virus (the virus that causes Covid-19) in the world, meaning it is able to spread much more swiftly from person to person than other variants. Our healthcare system is currently battling to handle the number of patients being admitted due to COVID19.

In support of the risk-adjusted strategy and our part in continuing to assist in curbing the spread of COVID-19, Council, on 29 June 2021 approved the re-invoking of HPCSA's Business Continuity Plan which enables employees to work remotely. In principle, this means that general staff members will be working from home except for the skeleton staff whose duties requires them to be in the office. The following online services will continue to be available.

1. EDUCATION AND TRAINING

1.1 The evaluations will be conducted utilising a hybrid model and will include online/virtual evaluations. Physical evaluations will be conducted only when the need arises, such as, for evidence validation. These may be for a day, subject to approval by the respective Professional Boards with COVID 19 regulations and protocols to be strictly adhered to.

1.2 Professional Board Examinations – Practitioners that require physical assemblage, such as, in an Examination Centre, are/will be conducted, subject to approval by the respective Professional Boards. COVID 19 protocols are to be strictly adhered to. Where possible, online/virtual Board Examinations are/will be conducted, subject to approval by the respective Professional Boards.

2. REGISTRATIONS

- 2.1 The registration applications can be dropped-off at the HPCSA main building. There is a drop-off box that is already available
- 2.2 Preferably, applicants and practitioners are welcome to access online services and upload applications through the portal accessible from <https://hpcsaonline.custhelp.com/>
- 2.3 Duplicate registration certificates and proof of renewal of registration may also be downloaded from the link provided above
- 2.4 The verification of medical reports for practitioners which are required by members of the public for travel or work purposes are a requirement by most embassies and some employers. This service will still be provided
- 2.5 All renewal of registration shall be done online. Practitioners are advised to refrain from coming to the HPCSA offices
- 2.6 All the fee payments should be conducted online or through bank transfers utilizing the available payment banking platforms.

3. PROFESSIONAL PRACTICE

The Division is available to assist on email professionalpractice@hpcsa.co.za

4. COMPLAINTS HANDLING UNIT

4.1 Complaints can be to be lodged via the HPCSA website using the following steps:

Step 1

Go to the HPCSA website: www.hpcsa.co.za

Step 2

Go to the Legal & Regulatory Panel and click on the dropdown menu and click Complaints Handling

Step 3

Download the form, once completed and signed, email the form to Legalmed@hpcsa.co.za together with all relevant supporting documents including your identity document

Members of the public who are not able to access internet facilities can come to our offices to collect the complaint forms for completion.

4.2 Meetings of Preliminary Committees on Inquiry are conducted virtually using MS Teams

5. RAF APPEAL TRIBUNAL

5.1 RAF appeal tribunal forms can be emailed to: raf@hpcsa.co.za

5.2 All Tribunal meetings are conducted using MS Teams

6 INSPECTORATE OFFICE

6.1 The Inspectors will continue to conduct inspections.

7 PROSECUTION UNIT

7.1 The Prosecution Unit will conduct virtual inquiries only and physical inquiries will be suspended until 31 July 2021.

Documentation for the Legal Department can be dropped off at the Metroden building.

8 EXECUTIVE COMPANY SECRETARIAT

The Division coordinates Council and Professional Board meetings and these will continue virtually.

9. STAKEHOLDER ENGAGEMENTS

The Corporate Affairs Division will continue to conduct virtual Symposia and Professional Board Stakeholder Engagements as set out in the yearly calendar. The Call Centre will continue to carry out the duties both telephonically and electronically.

10.REGISTRARS OFFICE

The Registrar's office will continue to be available, and emails can be sent to: registrar@hpcsa.co.za

Regular updates will be provided on the status quo.

Message from the Registrar/CEO

I would like to take this opportunity to thank you, our practitioners for being our heroes and heroines since the beginning of the pandemic. You have been selfless by putting your lives and your families lives at risk by fighting this invisible and deadly virus in the frontline.

To our fallen practitioners who fought bravely in the frontline, my deepest condolences to your fellow colleagues and family members.

Continue Being Safe

Approved by:

**Dr David Motau
Registrar/CEO**