



8<sup>th</sup> February, 2021

**PRESS STATEMENT**

Greetings to members of the press.

We welcome you to this press conference. Thank you for honouring our invitation.

We have called for this press conference to address a report published by Eye Radio on Tuesday, 2<sup>nd</sup> February 2021 concerning the credibility of COVID-19 test results alleged to be from Medblue amongst other issues . We are here to set the record straight.

We regret and highly condemn the negative publicity in the highest possible manner.

Medblue is a local private company authorized by the National Taskforce on Coronavirus to provide COVID-19 testing to travelers and the general public.


The article titled "Med Blue Covid-19 Result Mismatch, Super-Spreaders Centre" is both malicious and misleading.


The report claims that "Results issued from the main private clinic; Med-Blue Laboratory are inaccurate"

We would like to assure the public and all stakeholders that all our results are reliable and accurate.


Our Management and staff are highly qualified professionals with vast experience, complemented by state of the art testing equipment that meets EU standards and a reliable data management system. This ensures seamless service delivery, quality assurance and 100% compliance.



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Below are the claims from the article.

### **1. Exorbitant charges**

COVID tests are charged world over and South Sudan is no exception to this.

Our pricing are designed to accommodate all calibre of customers with options depending on urgency and Laboratory preference. Ranging from USD 40.00 to USD 80.00 in comparison to other East African Laboratories that charges an average of USD 100.00 with a result turnaround of 36Hrs Minimum.

### **2. Fake results and name mismatch**

Medblue Laboratory does not issue fake results nor mismatch names on certificates.

However, our quality assurance team has detected forged certificates in the market that are using the Medblue logo.

The matter has been reported to the Taskforce and investigations are ongoing to ensure that the culprits are brought to book.

Our results have the following foolproof security features that provide verification;

1. Hologram sticker: This is attached to hard copies of the result. It cannot be replicated and can be used to verify that the results are from Medblue.
2. Barcode: This should always match the code sample tube(BTM) and the receipt for payment barcode.
3. QR Code: This is internet based and can be scanned on any smart device to get the soft copy of the certificate that matches the hard copy.

Any mismatch of Name on the certificate with QR Code that does not comply with the above is forgery.

### **3. Waiting and pending results**

Medblue samples are collected and tested the same day. We have a 6 – 8 hour turnaround time from the sample collection to the result time.

Positive cases are handled in confidence by our Case Management Specialists for counselling before releasing the results. This has unfortunately been misinterpreted as "waiting and pending results".

### **4. Crowded, unregulated, and Covidiots center**

Medblue has put in place extensive measures to ensure safety of our clients and conformity to COVID-19 guidelines. Our centers have queue managers and

sufficient points of service. Our sitting arrangement complies to social distancing rules. All clients are provided with free facemasks in all our facilities.

#### **5. Cumulative cases unreported**

This claim is incorrect. All results are shared in soft and hardcopies with the Taskforce on Corona Virus and The Ministry of Health on daily basis since 4<sup>th</sup> Of DEC 2020 when we started our operations.

Our positive result samples are handed over to the Public Health Laboratory.

#### **Test Kits**

Medblue conducts its tests using PCR (Polymerase Chain Reaction) which is recognized and recommended by the World Health Organization (WHO) and South Sudan Ministry of Health. This is due to its high accuracy levels. COVID-19 Rapid test accuracy levels mentioned in the article by Eye Radio is still under research not recommended by WHO and The Government of South Sudan especially for travel purposes.

#### **6. Conclusion**

We recognize and appreciate the role of media in society. However, we would like to urge members of the press to practice responsible journalism and verify information before publishing incorrect and defaming news.

Consequently, we challenge Eye Radio to provide evidence of their false claims or apologize for publishing defaming information about Medblue, failure to which we shall take legal action against them.

We assure our clients, stakeholders and the public at large of our commitment to impeccable customer care and service delivery. We welcome your feedback in our quest to be your COVID-19 test service provider of choice in South Sudan.

We thank you.

