

UNIVERSITY OF COLORADO COZIE PROGRAM IN ZIMBABWE

Thank you for your interest in being part of the CoZIE program, a follow-up to the NECTAR (MEPI) initiative, at the University of Zimbabwe College of Health Sciences (UZCHS). Your contributions in providing lectures, bedside teaching, sharing your expertise, and generally improving medical education and medical research in Zimbabwe are great appreciated. This guide serves as a reference

for planning your trip to Zimbabwe. If you have any specific questions not answered in this guide, contact Suzanne Brandenburg (suzanne.brandenburg@ucdenver.edu),

Tom Campbell (thomas.campbell@ucdenver.edu) or

Nancy Madinger (nancy.madinger@ucdenver.edu)



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Christopherson Travel 303-694-8744 / 855-462-8885 (toll free)

AIR AND GROUND TRANSPORTATION

You are responsible for arranging your own airline ticket to Harare International Airport. We suggest that you arrange your travel at least two months before departure. There is no easy way to get to Harare. Most flights will require at least 2 stopovers with routing through Johannesburg, South Africa. All connections should have a 1.5-2hr layover to allow time for international transfers. It is a good idea to travel with a written copy of your itinerary with the ticket # in case you are not able to print all of your boarding passes, or gate agents need to locate your reservation.

To make your reservations:

- 1contact Suzanne Brandenburg to obtain the speedtype for booking the ticket.
- **International Travel Pre-Approval process through Concur.**
 - All international travel requires pre-approval through the university and airline tickets cannot be booked until approved. Log in to my.cu.edu and go to the Concur travel section. In the upper left hand corner click on “Requests” and follow the instructions
 - You will receive and email when your request is approved.
- Then contact the University of Colorado travel agent, Christopherson, at 303-694-8744 or toll free at 1-855-462-8885 to arrange your flight. If you can find a cheaper fare than quoted by Christopherson, let them know. If they cannot meet the lower fare, there is a process to buy tickets separately and be reimbursed. Lower airfare will help our CoZIE budget go farther. Make sure

you have a single ticket covering all flights on the itinerary so that luggage can be checked to your final destination. Fares over \$2200 must be pre-approved by Suzanne Brandenburg.

- Once you receive your itinerary, email it to Suzanne Brandenburg and Mrs. Tendayi Maunganidze at tmaunganidze@gmail.com and the property manager Ms. Veronique Wakerly at vwakerley@zol.co.zw so we and the UZCHS staff are aware of your travel plans. Tendayi will arrange for a driver to pick you up from the airport and drop you off at your accommodations upon arrival.

We are aware that you may wish to extend your trip beyond your visiting professor duties. You are free to add extended layovers to your stay in Zimbabwe, elsewhere in Africa, or in Europe and have family members join. However, any additional travel costs for you or your family will not be covered by the program. If desired, Christopherson can book all travel and separate these costs out for you and your family.

Other Useful Travel Tips

Save your boarding passes for all travel legs. If there are problems later with receiving frequent flyer miles credit you will need the boarding passes to show proof of travel.

Most airlines allow you to check one piece of luggage for free but the weight allowances can vary. Your limits may also vary by your frequent flyer status. The airlines will make you pay for overweight bags so it is important to know the allowances for each airline. Check the specific airline website for the most current information. In addition, there are size and weight allowances for carry-on luggage, so again, check with the airlines before departing. Most carriers use international carry-on standards (smaller than U.S.)

- Print out a copy of your ticket to include the ticket number(s) and carry with you. You will sometimes need this for passing through security checks when airlines will not give you all of the boarding passes needed for connections.
 - If you route through JNB and miss your connecting flight there is a hotel within the airport (Protea <https://www.marriott.com/hotels/travel/jnbtr-protea-hotel-transit-or-tambo-airport/>). It is located just after the international transfer security checkpoint.
- If you check luggage in Denver, be sure that it is checked in all the way to Harare. Do *not* let them check it to one of your layover airports.
- Pack a carryon with all essentials for a couple of days. Delayed luggage is common. Be sure that you carry on any essentials (medications, contact lens solution/cases, computer/telephone accessories, anything you would rather not be without for even a few days). You should also carry on a couple of clothing changes just in case.
- NEVER check any electronics or other valuables. IF you are asked to check your carry-on (often on smaller connecting flights, **REMOVE your computer other electronics** and any valuables
- If your luggage does not arrive in Harare with you (and this does happen frequently), make a claim at the office in the baggage area and get the paperwork. Call the airline claims desk at the Harare airport every day and/or actually go to the airport to look for your bag. It is a hassle but normally lost bags show up within a day or two.

Getting around Harare There will be a driver (usually Jackson) who can drive you to and from work. However, it is easy to walk the 0.6 miles each way. The only difficult place to cross the road is right

in front of the hospital when you have to cross 6 lanes of traffic, but you are definitely able to do this safely.

It is appropriate to tip the driver at the end of your stay, particularly if you make use of a driver beyond travel to and from Pari (such as to stop at the grocery or errands), please tip him at least \$10 per week.

Driving in Harare and Zimbabwe in general is difficult (and on the opposite side of the road) and dangerous. For this, please do not attempt to drive unless you are well versed in this type of travel. Rental cars are expensive and require cash payments

EMERGENCY EVACUATION AND TRAVEL INSURANCE

Emergency Evacuation

University of Colorado provides emergency evacuation insurance through International SOS program (<http://www.internationalsos.com>) for students and employees. Please review the website (CU membership number 11BCAS000006) for further details on benefits/coverage and to print out a membership card to carry with you on your travels. This coverage does NOT provide personal health or travel insurance.

Travel Health Insurance

If you are interested in purchasing short-term travel health insurance, the University of Colorado has negotiated rates with a health carrier (HTH Worldwide). The CoZIE program will not cover the costs of short-term travel health insurance for you.

ENTRY VISAS AND MEDICAL LICENSES

Entry Visa

You can purchase the single-entry visa on arrival at Harare airport. The visa cost is U.S. \$30. Be sure to have the exact amount in cash as no change will be given. Keep the visa with your passport and present it to officials upon exiting the country. Keep a copy of your visa receipt and you will be reimbursed for this expense upon return to Colorado. *If you plan to vacation after your trip and cross any international borders (e.g. a day trip to Botswana), you should pay for a multi-entry visa*

Zimbabwe Short-Term Philanthropic Medical License

Clinicians (residents and faculty) who will be participating in clinical teaching or patient care related activities in Zimbabwe, will need to arrange for short-term medical registration. This process can take several months, so please begin now. Please contact Mrs. Tendayi Maunganidze in Zimbabwe at tmaunganidze@gmail.com and she will initiate the process.

Documents you will need to send:

- “Certificate of Good Standing”
 - Use DORA physician license verification: this is a free certificate provided by DORA on-line

- Curriculum Vitae (CV)
- Signed and dated “Policy on the Practice of Short Term Philanthropic Practitioners” form and “Application Form for Philanthropic Practitioners”.
You sign and date as the Practitioner and Dr. Hakim will sign as the Coordinator.
- Two (2) passport photos – with your signature and certified on the back of the photos by a notary. Jeanne Horvath in the DOM can do this for faculty and residents.

Scan and email all documents to Mrs. Tendayi Maunganidze at tmaunganidze@gmail.com and **IF** no one is going in advance of your trip who can hand carry, FedEx notarized photos to:

UZCHS NECTAR Program
University of Zimbabwe College of Health Sciences
Mrs. Tendayi Maunganidze
Department of Medicine C-Floor Ward C-10
P.O. Box A178
Avondale, Harare, Zimbabwe
(Phone +1 263 712236662)

She will notify you if there are any problems or additional information needed for your application.

SAFETY

Before departure:

- Check for Zimbabwe specific travel advisories on the U.S. State Department website: <http://www.state.gov/p/af/ci/zi>.
- register with the State Department at: <https://travelregistraton.state.gov/ibrs/ui/>
- Make copies of your passport to take with you to Zimbabwe. You can lock up your passport where you are staying and carry a copy with you.

The flat is conveniently located and you can walk to the medical school/hospital. However you will also have access to a driver. If you walk and are carrying a laptop, put it into a backpack and carry on your back.

- Don't walk around at night
- If you go out at night, make arrangements to go in a car or taxi (but only a taxi that come personally recommended)
- If you travel to a rural area or outside of Harare, take your actual passport. Within Harare, just take a Xerox of your passport. There is a safe in the flat to lock valuables. Tablets and laptops will be safe in the flat

TRAVELER'S HEALTH

Jet Lag

There are several theories on how to combat jet lag. Be sure to hydrate well while traveling, avoid alcohol, and try to get on the schedule of the country to which you are traveling. You might need sleeping pills for the first few days after you arrive.

Travel Medicine

It is recommended that you see a health care provider who specializes in travel medicine for recommended immunizations. The COZIE program will not cover the costs of immunizations or clinic visits. There are several travel clinics around Denver, including the University of Colorado Hospital Infectious Diseases Travel Clinic. Check

<https://wwwnc.cdc.gov/travel/destinations/traveler/none/zimbabwe>

ACCOMMODATION AND MEALS

Accommodations

COZIE has paid the cost of your accommodations at the flat. You are responsible for tipping the maid, Evermore (this is customary in Zimbabwe and is not just for extra service). We recommend ~\$10 per week. She will do laundry on Tuesdays and Fridays and cleans once or twice a week. Upon departure, if you have food left in the flat, either she or the gardener (Given) will be most appreciative if you offer it to them.

No. 2 Argyle Flats, 12, Argyle Road, Avondale, Harare:

Contact: Veronique Wakerley is the landlord. She lives on-site and can be contacted at 0772349494 (mobile). **Email her to make arrangements for arrival and keys vwakerley@zol.co.zw**

2 bedroom flat with sitting lounge, dining area and fully furnished kitchen. Instructions for internet are in the flat, but note that it is intermittently reliable. There is a small safe, but not large enough for laptops. Carry a copy of your passport with you, but can lock up original and credit cards, etc. (Carry your actual passport if you are traveling in rural areas).

Water at the flat is from a protected well and should be safe to drink although some may prefer to drink boiled, bottled or filtered water. (City water is not safe to drink).

There are 4 flats in the complex-upstairs Veronique and downstairs is Debra Barron who works for a human rights NGO.

Jessica is a taxi driver who is available for restaurants, shopping, etc. 0773 976 852. There is also a card in the flat for Maggie whose rates may be more reasonable, and who has been driving folks for longer sight trips too.

Meals

You are personally responsible for the cost of your food during travel.

Groceries

- There are three supermarkets located at Avondale shopping centre which is 2 blocks from the flat. Pick and Pay takes credit cards (sometimes). **It is imperative to travel with sufficient cash** for all purchases (small bills). Food costs as much in Harare as it does in Denver. Bring your own reusable shopping bags.
- Vegetables are also available at small stands on the street and help to support the local families.

Lunch

- Parirenyatwa—there is a small food stand across campus, but most people pack a lunch and water (PB&J sandwiches are a staple). 1 pm is the typical lunch hour.

Restaurants

- A good restaurant guide by cuisine with addresses and phone numbers are in the monthly “What’s Happening in Harare (Ndeipi)” – can get a copy at hotels
- Gaby’s - Travel Plaza on Mazowe St
- 40 Cork Rd Café - good lunch place, 10 minute walk from Pari
- The Maiden, Harare Sports Club – pub food, good burger, sports bar
- Café Nush – good lunch/snack place in Avondale shopping centre
- Leonardo’s – nice place with diverse menu in Borrowdale shopping centre (Sam Levi’s village)
- Shangri La – good Chinese, on Enterprise Road
- Fishmonger – excellent fish
- Spice Lounge—22 Lezard

Exercise

- Safe to run and walk during daylight hours only, but take care when crossing streets (cars have the right of way).

There is a dirt trail that turns into an asphalt path along Connaught running north along King George (turn right out of flat on Argyle, cross at street light, then right (north) onto primitive trail). It’s quieter to run up and down nearby residential streets, take Argyle past Connaught and explore.

Safety—after dark, stay in public areas and avoid walking alone. Avoid carrying obviously expensive items with you. Taxis are safe and affordable. Jackson (driver) can also recommend reliable taxi drivers for planned outings.

MONEY

The currency used in Zimbabwe is the U.S. dollar. In general, don’t bring bills over \$20 (but you might be able to cash \$50 bills at supermarkets and restaurants) and it is recommended to bring different amounts of smaller bills (\$1’s, \$5’s and \$10’s). Food costs about the same as in the U.S. Credit cards are rarely used except for lodging and larger restaurants.

Sept. 2018. Bring enough cash for your entire stay. There is a national cash shortage and ATMs are not dispensing at this time. Banks will not release money to you via your credit or debit card. ATMs are not reliable. For this, it is recommended to bring several hundred dollars in cash to cover day-to-day costs (You may receive change in “Bond notes” – these have no value outside of Zimbabwe so spend them or use for tips. Coins are usually RAND

WHAT TO BRING WITH YOU TO ZIMBABWE

- Laptop with power source
 - Keep your laptop and electronics fully charged so you are not caught off guard during power outages
- 1 multi-purpose plug adaptor for Zimbabwe. The flat also has some outlets that require South African plugs, but are not required. You might also want one for South Africa and Europe if

you want to use your laptop on the layovers. This allows you to plug electrical items into local outlets.



The adaptor on the left is used in Zimbabwe and the adaptor on the right is used in South Africa.

- Electrical Converter (for converting 110 watts to 220 watts). You don't need one for your laptop as there is a converter in the power source. If you have anything else like a cell phone, camera battery charger, or a hair dryer, you will need one. You can buy an adapter and converter as one piece, but it often does not have the Zimbabwe adapter that you need.
- Headlamp or flashlight with extra batteries (power outages are common-can be just a few hours or several days). The flat has a generator but you will need to ask how to turn on and use it.
- Kleenex in small package (often need to use for toilet paper)
- Small bottles of hand sanitizer - this is one of the more important things you need to take as running water is not available in many areas on campus and in the rural areas, and you'll want to have some in your pocket at all times when seeing patients.
- Shampoo, sunscreen, and other toiletries. We try to keep soap on hand in the flat, so if you use up something please replace from the grocery store.
- Umbrella
- Ziploc bags in a few sizes and larger bags for groceries
- Camera
- Personal medications
- Other medications you might want to bring:
 - Cipro for traveler's diarrhea
 - Other antidiarrheal or anti-nausea medications; ibuprofen or acetaminophen
 - Sleeping pills for the plane and to use in Zimbabwe until you acclimate to the new time zone
 - Malaria prophylaxis in case you have the opportunity for rural or extra travel.
 - There is a pharmacy near the Barclays bank in Avondale shopping center
- Granola bars and other light snacks for between meals

Medical equipment to bring if you will be involved in clinical teaching or patient care (hospitals and clinics have limited medical equipment, especially in the rural areas, so bring your own if you can)

- Stethoscope
- Ophthalmoscope/otoscope with batteries
- Antibacterial wipes for your stethoscope, hand sanitizer, medical gloves

Clothes:

- White coats when in hospitals or clinics

- The dress in hospitals and clinics is professional; Zimbabwe medical professionals tend to dress nicely (business attire) at work. Keep in mind there is no air conditioning so wear light-weight clothing during summer (our winter)
 - For Men: Button down shirt with a tie (short or long-sleeved) with slacks and dress shoes are appropriate
 - For Women: Dresses or skirts at knee length or below, and blouses that are not low-cut are appropriate. Slacks can also be worn.
- Bring casual clothes for after work. Most women do not wear shorts in public.
- The nights can be very cool during their winter (our summer). There is no central heating and no insulation, so it may be very chilly indoors. During those months you may want to bring items such as socks, polartech, beanie, etc. The hospital is about 50F indoors in winter so dress accordingly
- Don't bring expensive jewelry, watches, etc.

WEATHER

Harare is at high altitude (4,865 ft.), so the climate is moderate. Higher temperatures are from November to April ("summer" – 70-80° F in the day and 50-60° F at night) and lower temperatures from May to October ("winter" – 60-70° F in the day and 40-50° F at night). The rainy season is November to May.

COMMUNICATION

Cell Phones

The COZIE program has one phone for visitors which they will likely have available for you to use. Having a cell phone is important in Zimbabwe as this is how you will communicate with everyone. If you like, your cell phone provider may be able to help you can set up an international plan. Check with your provider before leaving. Other options include Skype or take an "unlocked" phone (or purchase there), then purchase a SIM card and refill minutes upon arrival (but you will have a different phone number on the new sim card). Keep in mind, calling is expensive and data services are very expensive, but texting is cheap. Consider disabling data services on your phone. People commonly use What's App to communicate, although there is no wifi on the wards

Internet Access

Internet access is available at the PERFECT Research Administration Offices as well as the Avondale flat. Internet is charged by the amount of data used. Please download what you might need before you leave the U.S., especially large files such as books and movies. Streaming will drain the account. Please Make sure you leave enough \$ in the account for the next person (i.e., let Veronique know to add money to the account). If you suddenly lose access it may be because you spent down the account. If Veronique is not available you will need to visit the internet shop and pay money into the account. Internet in the PERFECT offices can be used for downloads if needed. Additionally, next door to the flat, there is a coffee shop called Sopranos with free Wi-Fi.

THE HOSPITAL

Parirenyatwa Hospital is the main campus of the government hospital in Harare, also the site of the medical school. This hospital is located about 0.6 miles away from the Argyl Flat.

Once you walk into the hospital under the medical school sign entrance, go the left and take the stairs up to the "Perfect" Department on the 3rd floor. This is where you will have an office with Wi-Fi and can sometimes drop your bag off with Tendayi in a locked office (Jackson can show you the first day). From there you can go around the corner to the wards. The wards are divided up from C-4 thru C-8.

Across from the wards are the Medicine and Echocardiogram office. This is where most of the consultants (attendings) and Dr. Borok's offices are located. In this area you will also find the medicine conference room where lectures are held.

This rotation gives you an exposure to global health, various infectious diseases, but also plenty of teaching opportunities. There will be a variety of learners on wards including Medical students (third-years through final years), House-Officers (interns) and MMeds (residents) and Registrars (post-residents). You should find 2-4 opportunities a week to do teaching (formal or otherwise).

Teaching/Learning/Observation Opportunities:

Post-take (post-call) Rounds- Start at 7:30 am or earlier depending on the consultant, find out which ward is post-take and get ready to round on 20-50 patients. Dr. Borok would like our residents to attach primarily to one form for the rotation with occasional 'floating' to a different firm for post take rounds.

Post-Post take Rounds- Start at 7:30 am, no consultant, can do a lot of teaching to the house officers. Dr. Borok would like UCD residents to make teaching during this time a priority

Aside from rounds, there are many specialty clinics and lectures/conferences most days. You will go to all conferences, and can attend clinics based on your career interests, etc.

There will be several opportunities to teach learners at various levels. **If you have any prepared teaching materials or PowerPoint talks bring them on a thumb drive or your laptop.**

Most clinics are located on the first floor (A floor – DOM and wards are on C floor).

Monday 1pm MMED case presentation/journal club

Tuesday Lecture: 1200-1300- Main Lecture Hall- Variety of Lectures

Tuesday: X-ray Meeting 1315-1400 (bring X-rays from the ward)

Wednesday Lecture: Grand Rounds 12:00-1300 – Patient bedside

Wednesday Lecture: Main Lecture Hall 2pm/some Wednesdays 3:15 pm Progress in Medicine talks

Tuesday Morning: Endocrine Clinic (Dr. Zaranyika)

Tuesday Morning: Endoscopy Lab

Tuesday Morning: Neurology Clinic 0900-1145

Wednesday Morning: Skin Clinic 0800-1145

Wednesday Morning: Cardiology Clinic 10:00-11:00 (Dr. Golden Fana)

Thursday Morning: Kaposi Sarcoma Clinic 0800-1145 (Dr. Borok)

Thursday Morning: OI Clinic

Some recent resident related FAQs:

1. What time did you arrive in the morning? Do we just show up for rounds every day or are there expectations to do any form of "pre-rounding"? I got there whenever rounds were. No one, not even residents (students might, and maybe interns but there were none when I was there) pre-round so no expectation at all. So post call, got there 7-7:30 (ask the team the day before), and then I think it was 8 on normal days- depends on team and consultant.
2. Which clinics did you go to? It seems like they overlap with rounds, does anyone care if you leave rounds for clinic? I went to a bunch of clinics. They do overlap and they don't mind if you participate, just ask/let them know. Usually rounds start at 8 and clinics at 9, so I would start on rounds and then have a registrar or a student who was going to clinic anyway show me the way.
3. Did you have any primary clinical responsibility (I heard we don't)? If not was there any way you found to be helpful to the team or get more direct patient care. You do not, which is one thing I loved. I have done a lot of international stuff where I feel uncomfortable because I don't know the disease but am meant to treat it with drugs I've never used. Your role in Pari is to teach and learn. Learn about diseases we don't see, be on rounds, contribute ideas to the plan and work up when it's being discussed (even if they can't do a certain test, they love hearing what we would do in a certain situation), set up times with students to do some teaching (I did CXRs and histories and murmurs but the students are new now so you can just ask what they want and focus on that), and just lend a hand when able. Because of the strike I did a bunch of blood draws and things to help, but I'm sure you could do those with the interns if you want! **With houseofficers- JRMOs and SRMOs back from strike – please also offer to help and teach them as much as possible.** On call days, you can and should go to casualty (ED) and see how that process runs.
4. What did you do in the afternoons? It seems like no one is around the wards after lectures and there aren't any lectures on Thursday or Friday. There may be lectures every day. Talk to your team, ask what they do and if nothing, just go home and relax.

5. What time did you leave the hospital most days? **around 3-4:30 depending on when lectures happened**

6. Did you ever stay late on call days to help admit? **Just once, and only for about 2 hours.**

EVALUATION

While you are there

If you give lectures/presentations while in Zimbabwe, please share your materials. Slides etc.

Upon your return

An essential part of the evaluation for the COZIE program is to receive feedback from all visitors. This information will help to improve the program as well as provide insights to future residents and faculty. Please send a summary of your experience, observations, and suggestions for improvement to Suzanne Brandenburg. We also expect CoZIE participants to spend time with MMeds from Zimbabwe who visit our program annually.

Updated 10.2018