
Notifiable Medical Conditions Frequently Asked Questions

1. What are Notifiable Medical Conditions?

Notifiable Medical Conditions (NMCs) are diseases that are of public health importance because they pose significant public health risks that can result in disease outbreaks or epidemics with high case fatality rates both nationally and internationally.

2. Why NMCs need to be reported?

The only way we can control the spread of infectious diseases within the population is through the real-time identification of diseased persons and the implementation of necessary public health actions. Real-time efficient surveillance and reporting of infectious diseases provides an early warning signal and provides a window of opportunity to interrupt the disease transmission cycle. The International Health Regulations, 2005 (IHR), the National Health Act, 61 of 2003, and the [regulations relating to surveillance and the control of notifiable medical conditions \(2017\)](#) in South Africa require rapid detection of NMCs, as well as the prompt risk assessment, notification, verification, and implementation of timely interventions.

3. Who needs to report NMC?

A healthcare provider (doctor or nurse) who diagnoses or treats a NMC, public and private laboratories that make NMC diagnosis, and the medical schemes receiving claims from a healthcare provider, must report NMCs. Failure to report NMCs is an offense and upon conviction the offender is liable to a term of imprisonment not exceeding 10 years or a fine determined by the court of law (Section 20 of the regulations (2017)).

4. Why should a doctor or nurse report NMC and not the laboratories only?

Doctors and nurses are critical to the surveillance of NMC as they are responsible for the initial clinical suspicion, diagnosis and management of the NMC. The regulations of 2017 documents this as a requirement even before laboratory confirmation in order to facilitate initiation of public health response. In addition, some NMCs require clinical assessment and medical history to reach a conclusive diagnosis. There are four categories of NMCs, the clinicians are required to notify categories one and two into the surveillance system. Categories three and four are notifiable by the laboratories. The case definitions of NMCs in all four categories are available on <https://www.nicd.ac.za/nmc-overview/notification-forms/>.

5. Where do I report NMC?

The NMC surveillance system has got two reporting platforms. NMCs can be reported via the electronic NMC Reporting App or paper-based notification forms. The paper-based forms should be sent to NMCSurveillanceReport@nicd.ac.za or WhatsApp number (072 621 3805). Use of the NMC Reporting App is encouraged to ensure timely reporting, complete and high quality data.

6. How do I report NMC using the NMC Reporting App?

6.1. Install the NMC App

In order to report an NMC electronically, an NMC App has to be installed or downloaded

Note that to install on a mobile device, you need a **once off** ~17 Megabytes data. The use of the App going forward is reverse billed.

Download the NMC Reporting App from the NICD website (NMC page) or via your cell phone/tablet app store:

- Android App
: <https://play.google.com/store/apps/details?id=za.NICD.nmcsurveillanceandroid&hl=en>
- Huawei App : <https://appgallery.huawei.com/#/app/C103547477>
- Web portal: <https://nmc.nicd.ac.za/Account/Login>
- Apple App: <https://apps.apple.com/us/app/nmc-reporting/id1576336912>
- The web-based NMC Reporting App is available on: <https://nmc.nicd.ac.za/Account/Login>

6.2. NMC Reporting App registration step-by-step: Using the NMC mobile App video: <https://www.youtube.com/watch?v=ig9eiUjXmXA>

6.3. Once registered you will receive login credentials upon approval as an App user, then you can start notifying NMC.

7. What to do if I am struggling to register on the system?

- **Check the web browser:** The NMC Reporting App is a web platform built on Microsoft technology, supported by the following web browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Opera, and Apple Safari. The application is not supported on the Internet Explorer browser.
- **Check internet connection:** The use of the NMC Reporting App on a mobile device is reverse billed, however, requires that the mobile data function is switched on. Also, if the network coverage is weak, the use of the application may be intermittent.

8. What if I had registered before?

The registration page should be completed by users who were not previously registered on the NMC App.

9. What are the requirements for successful registration?

To register successfully:

- You need to give your identification details as they appear in the Identity or Password document
- Your occupation
If your occupation is not listed on the dropdown menu, select other and indicate on the free text field "Other occupation".
- Council registration number (HPCSA/SANC or Other. If not available, select "Not Applicable"
The authorization process confirms your registration with the council before approval.
- Link to a right role or facility.

10. How to reset the password?

- Enter your username and click reset password.
- Enter any of your identification number such as ID number or Passport number or email address or cellphone number (NB: Use the exact identification details used during the registration process)
- Click "Next"
- One-time password (OTP) will be sent via SMS
- Click "Reset"

11. What to do when my account is locked?

Contact the NMC helpline on 072 621 3805

12. What is my practice number?

A practice number is an official registration number assigned to all registered healthcare service providers by the relevant body/council i.e. a HPCSA registration number for doctors, clinical associates, environmental health practitioners/ a SANC registration number for nurses.

13. What to do if I cannot find my facility on the list?

Contact the NMC helpline on 072 621 3805 and provide the Surveillance Officer on call with the name of the facility, physical address, district and sector.

14. What to do if I move to a new facility or new role?

A user can login to the NMC Reporting App, go to profile to change linking type when they move to a new facility or new role.

15. How to change facility or role-base linkage?

When changing from one role to another role

- go to profile
- click "Request change of role",
- select new options.

When changing from one facility to the other

- go to profile
- click on the “Linking Type” tab
- click on “Change linking Type”

The user will then wait for authorisation by the NMC Professional Nurse Surveillance Officer in the province to authorise the changes requested. There is also an option to delink from the previous facility.

16. For more information, contact:

NMC helpline: 072 621 3805

Email: NMCsurveillanceReport@nicd.ac.za(to submit paper-based notifications)

Email : NMCAppSupport@nicd.ac.za (to report queries)

Fax: 086 639 1638

<https://www.nicd.ac.za/nmc-overview/overview/>