

Update

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Health Calendar

APRIL 2024

Healthy Awareness Month

- 2 World Autism Awareness Day
- 7 World Health Day
- 17 World Haemophilia Day
- 25 World Malaria Day

MAY 2024

- Anti-Tobacco Campaign Month
- Burns Awareness Month
- International Multiple Sclerosis Month
- 5 World Hand Hygiene Day
- 10 Global Move for Health Day
- 12 International Nurses Day
- 13-17 National Burns Awareness Week
- 17 World Hypertension Day
- 28 International Day of Action for Women's Health
- 31 World No Tobacco Day



MESSAGE FROM THE PRINCIPAL OFFICER'S DESK



Prevention is better than cure, the saying goes and it is true

Platinum Health (PH) introduced a range of new preventative healthcare benefits as part of its new benefit structure for 2024.

Most of us think of going to the doctor as something we do when we aren't feeling well or when we need treatment for a specific medical condition. Preventive healthcare refers to routine care you receive in order to maintain your health. PH has expanded its cover for a variety of contraceptive benefits as indicated below.

The newly introduced benefits include the following:

1. Preventative healthcare
 - a. Cancer screening [Pap smears, prostate-specific antigen (PSA) and Mammogram]
 - b. Malaria prophylaxis
 - c. Obesity management (non-surgical weight management)
 - d. Vaccines (HPV, Flu and Covid-19)
2. Screening for vision affecting chronic diseases.
3. Contraceptive benefits
 - a. Hormonal subdermal progestin-only implants

- b. Levonorgestrel Intrauterine device (LNG-IUD)
- c. Injectable contraception hormonal
- d. Hormonal oral, patches and locally acting contraceptives
- e. Intrauterine contraceptive copper device (Copper IUCD)

PH encourages members to make use of these benefits as it is key to diagnosing medical conditions before they become a problem. Members can view full details of the 2024 benefits by visiting the PH website (www.platinumhealth.co.za).

Yours faithfully,

Welcome Mboniso - Principal Officer



HEALTHY CHOICES TO MAKE IN 2024

Small changes can have a big impact on your overall health and well-being. In 2024, commit to making small but smart changes to your daily routines and habits to benefit your health.



Eat a healthy diet

What a healthy diet looks like may differ from person to person, depending on your culture, where you live and what food is locally available. Yet, the principles are the same – making informed choices can help you improve the way you eat. Cutting down on foods high in salt, free sugars, saturated fats and trans-fatty acids may sound overwhelming at first, but easy steps add up – such as swapping a lunchtime cold drink for water. Eat at least five portions of a variety of fruits and vegetables every day. Think about a balanced and diversified diet which has your largest meals during day time. Keep fruits, vegetables, whole grains, legumes and nuts in mind as you plan your daily meals.

Be active

Being active every day can be challenging, but did you know that every move counts? Adding a walk after a meal, sweeping floors or taking the stairs can all help your cardiovascular health. Aim for at least 150 minutes of moderate activity per week if you are an adult. For additional health benefits, adults should increase their moderate-intensity physical activity to 300 minutes per week or the equivalent. If you have children or teenagers, be active together and help them reach their 60 minutes of exercise per day. There can be many environmental or mental barriers to physical activity, but always remember physical activity has significant health benefits for hearts, bodies and minds.



Avoid harmful use of alcohol

Did you know that alcohol consumption is a contributor to more than 200 diseases, injuries, and other health conditions? Alcohol consumption increases your risk of injury, as well as longer-term effects like liver damage, cancer, heart disease and mental illness. Any level of alcohol consumption carries risk. If you drink alcohol, you may wish to discuss your alcohol consumption with a healthcare professional.

Don't use tobacco or vape

The benefits of quitting tobacco begin as quickly as 20 minutes after the last cigarette. Any tobacco use and exposure to tobacco smoke is harmful. Quitting tobacco reduces your risk of heart disease, cancer, chronic obstructive pulmonary disease (COPD) and other diseases. Quitting vaping can also be part of the step towards a healthier you. E-cigarettes are harmful to your health and have long-term consequences, especially for young people, because users are exposed to nicotine and other harmful chemicals.



Connect in person to support your mental health

Loneliness is a serious health risk. A large body of research shows that social isolation and loneliness have a serious impact on physical and mental health, quality of life and longevity. Face-to-face or digital contact with friends or family can help you form meaningful social connections. It's also important to be kind to yourself and to practise good mental health habits, to help manage any mental health conditions or stressful situations in your daily life.

Wash your hands

Clean hands help stop the spread of infections. Make sure you wash your hands the right way using soap and water or an alcohol-based rub.



Get regular check-ups

See your health provider for regular, yearly check-ups. These visits can help you monitor your blood pressure to control and prevent hypertension – the number one silent killer in the world. Many people don't know they have hypertension and without proper treatment, uncontrolled hypertension can lead to severe health complications later in life. As part of PHMS's 2024 benefit offering we now offer a Screening benefit which is designed to identify clinical risk factors for certain conditions. This benefit will complement your annual health check up. Regular check-ups with your health provider will also help you keep track of your health status if you're at risk for hepatitis, HIV, tuberculosis or sexually transmitted infections (STIs). Essential tests, such as those measuring your cardiovascular health or sugar levels, can help with diagnosis and management of noncommunicable diseases like heart disease or diabetes early on. For women and men, health screenings like pap smears or prostate exams, respectively, can help detect cancer.

Platinum Health prides itself on

providing accessible healthcare to members

Platinum Health (PH) has world-class medical facilities which are placed within easy reach locations across the Platinum and Chrome mining belt, making healthcare accessible to members. PH's medical facilities form part of our countrywide designated service provider (DSP) network we've established to provide health services to our members.

Medical facilities offer a one-stop solution to our members, where a multi-disciplinary teams are available, such as Doctors, Nurses, Radiographers, Psychologists, Dentists, Optometrists, Pharmacists, etc. According to PH Scheme Rules, members on the PlatComprehensive and PlatCap options are obliged to utilise health services from designated service providers (DSPs) if they are located within 50km of DSPs. PlatFreedom members have the option to utilise any health provider of their choice.



Bafokeng Rasimone Platinum Mine Clinic



Platinum Health Medical Centre Rustenburg

The model below indicates the health services offered at medical facilities in the Rustenburg Region:

PH Medical Facilities in the Rustenburg Region														
Name of Medical Facility, Physical Address and Telephone Number	Trauma	Emergency	PHC	GP	Dentist	Optometry	Radiology	Physiotherapy	Pharmacy	Psychology	Social Worker	Hospital	OHC	RFAC
Rustenburg Region														
Rustenburg Medical Centre (014 590 1700) C/O Beyers Naude Avenue and Heystek Street, Rustenburg		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
BRPM Clinic (014 573 1323) Boskoppies Farm, Sun City Road, Boshhoek	✓	✓	✓	✓			✓				✓		✓	
Phokeng Primary Healthcare Clinic (083 765 6397) Shop 44A, Phokeng Mall, Phokeng			✓	✓										
Sun Village Primary Healthcare Clinic (087 463 0523) Shop No 37, Sun Village, Sun City			✓	✓										
Brits Medical Centre (012 133 0170) Madibeng Mall, Shop no 47, Crocodile Street, Corner of Hendrik Verwoerd Drive (next to R511), Brits		✓	✓	✓	✓	✓			✓					
Mogwase Primary Healthcare Clinic (087 463 0983) 1351 Station Road, Mogwase			✓	✓										



Amandelbult Hospital



Moruleng Clinic



Union Hospital

The model below indicates the health services offered at medical facilities in the Bushveld Region:

PH Medical Facilities in the Bushveld Region														
Name of Medical Facility, Physical Address and Telephone Number	Trauma	Emergency	PHC	GP	Dentist	Optometry	Radiology	Physiotherapy	Pharmacy	Psychology	Social Worker	Hospital	OHC	RFAC
Bushveld Region														
Amandelbult Hospital (014 784 2828 / 087 463 0413) 1 Hospital Street, Tumela Mine, Chromite	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		
Moruleng Primary Healthcare Clinic (060 583 5390 / 087 463 0976) Moruleng Mall, Shop No 43, Main Hospital Road (P50-1), Moruleng			✓	✓										
Northam Primary Healthcare Clinic (014 133 0122/3) Next to Usave Store, Opal Street, Northam			✓	✓										
Northam Zondereinde Medical Station (014 784 3215) Farm Zondereinde 384KQ, District of Thabazimbi, Northam	✓	✓	✓	✓		✓	✓	✓	✓	✓			✓	
Setaria Clinic (014 784 3214) 33 Merensky Street, Farm Zondereinde, Setaria Village			✓	✓	✓			✓		✓				
Thabazimbi Medical Centre (014 133 0117) 9 Watsonia Street, Thabazimbi		✓	✓	✓	✓	✓			✓		✓			
Union Hospital (010 133 1613) Hospital Street, Swartklip	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Taking it one step further in service delivery, members visiting our medical facilities are assisted by the receptionists with:

- Making bookings or getting authorisation for specialist appointments, hospital admissions or specialised radiology such as MRI, CT and PET scans.
- Registering on one of PH's managed care programmes such as Maternity, Cancer and Oncology, Oxygen, Kidney Disease and HIV management.

The model below indicates the health services offered at medical facilities in the Eastern Limb Region:

PH Medical Facilities in the Eastern Limb Region														
Name of Medical Facility, Physical Address and Telephone Number	Trauma	Emergency	PHC	GP	Dentist	Optometry	Radiology	Physiotherapy	Pharmacy	Psychology	Social Worker	Hospital	OHC	RFAC
Eastern Limb Region														
Burgersfort Medical Centre (087 463 0275) Shop No UG04, Tubatse Crossing Mall, Burgersfort		✓	✓	✓	✓	✓			✓	✓	✓			
Jane Furse Medical Centre (087 463 0851) Shop 12, JPI Business Park, Stand No 2008, Vergelegen C Section, Jan Furse Village, Sekwati		✓	✓	✓	✓	✓					✓			
Mashishing Medical Centre (087 463 0846) The Heads Shopping Centre, Voortrekker Street, Mashishing (Lydenburg)		✓	✓	✓							✓			
Modikwa Platinum Mine Clinic (010 133 1766) Montrose Road, Driekop	✓	✓	✓	✓			✓				✓		✓	✓
Mokopane Medical Centre (087 463 0835) 112 Thabo Mbeki Avenue, Mokopane		✓	✓	✓						✓				
Steelpoort Primary Healthcare Clinic (013 133 0281) Jorge Business Park, Ext 7, Extension of Portion 5 Olifantsfontein, R555 Road, Steelpoort			✓	✓										

PlatComprehensive and PlatCap members should note that if they are located further than 50km from a DSP, they may utilise any healthcare provider and PH will pay 100% of scheme tariff. Members can use the DSP search tool available on the PH website (www.platinumhealth.co.za) to find DSP providers such as GPs, nurses, pharmacies, hospitals, dentists, optometrists, primary healthcare nurses and PH medical facilities.

If in doubt, call Case Management or Client Liaison on 014 590 1700 or 080 000 6942, email: phclientliaison@platinumhealth.co.za



Burgersfort Medical Centre



Mashishing Medical Centre



Mokopane Medical Centre

Can a CHILD DEPENDANT remain on

Platinum Health upon reaching the age of 21!

Reaching the age of 21 years is an exciting time for both parents and children alike, however; the question arises as to whether the child can remain as a dependant on Platinum Health (PH).

In terms of the Scheme Rules, a child dependant can remain on PH as dependant, subject to the following conditions:

If the child is studying full-or part-time and financially dependant on the parent. Platinum Health will allow the child as dependant on the scheme for the duration of his/her studies, however; the parent will need to submit the following documentation to the Scheme ANNUALLY:

- **Full-time**
 - Proof of study from tertiary institution.
- **Part-time**
 - Proof of study from tertiary institution and an affidavit that confirms the adult child is financially dependent on the parent and earns no income of more than the maximum social pension per month.
- Kindly note that student cards or accounts will not be accepted.

If the child is unemployed and financially dependent on the principal member, Platinum Health will allow the member to keep the child on the Scheme, however; the member will need to submit the following documentation to the Scheme ANNUALLY:

- **Affidavit** that confirms the child dependant is financially dependent on the principal member/parent and not in receipt of an income of more than the maximum social pension per month.

Important to note:

Once a child turns 21, they will be classified as an adult dependant and adult dependant contributions will apply.

Should your dependant not qualify as per the stipulated conditions above, the principal member is responsible to complete and submit a document to Client Liaison, instructing the Scheme to terminate the dependant. One month's notification of termination is applicable.



For more information or assistance, kindly talk to a Client Liaison Officer on site or contact the Client Liaison Call Centre on 014 590 1700 or 080 000 6942, or email: phclientliaison@platinumhealth.co.za

Just found out you are pregnant?

REMEMBER TO REGISTER ON THE MATERNITY PROGRAMME

Platinum Health offers a comprehensive ante-natal service for pregnant members and beneficiaries, which includes visits to GP's and gynaecologists; as well as ultrasound scans with pre-authorisation.

Once you've confirmed your pregnancy, it is very important that you register on the Maternity Programme so that you and your baby can enjoy the benefits you deserve.

You can obtain the Maternity Programme Registration form from the Platinum Health website: www.platinumhealth.co.za or by contacting Case Management on 014 590 1700 or 080 000 6942, email: plathealth@platinumhealth.co.za

After completing the form, please submit it to Case Management via any of the following channels:

- Email: plathealth@platinumhealth.co.za
- Or hand the form in at a Platinum Health medical facility

Please note pregnant members on the PlatComprehensive and PlatCap options can visit any Platinum Health medical facility for assistance with completing the application form when starting antenatal care.

Take care of yourself and your baby during pregnancy

- Keep your pre-natal appointments to monitor your pregnancy and identify any complications that may occur, for example preeclampsia (high blood pressure).
- Take your blood pressure medication as prescribed. Your healthcare provider will prescribe the safest medication at the most appropriate dose.
- Learn. Get as much information as you can on birthing options and the risks associated with each. You want to know what is the safest and best option for you and your baby.
- Stay active. Follow your healthcare provider's recommendations for physical activity during pregnancy.
- Eat a healthy diet. Choose foods low in sodium.
- Know what's off-limits. Avoid smoking, alcohol and illicit drugs. Talk to your healthcare provider before taking any over-the-counter medications.

VERY IMPORTANT: Once your baby is born, please make sure you register your baby as dependant on the Scheme. This will give you peace of mind that your baby will receive appropriate medical care if needed.



BENEFIT	PLATCOMPREHENSIVE OPTION	PLATCAP OPTION	PLATFREEDOM OPTION
Antenatal Consultations	<ul style="list-style-type: none"> Referral letter from GP/Specialist required to see Gynaecologist. Authorisation required from Case Management prior to each visit. Motivational letter from Gynaecologist required for more visits than the prescribed 8 visits. 	<ul style="list-style-type: none"> Subject to Specialist consultations benefit limit: 3 visits or R4 378 PB, up to 5 visits or R6 350 per family at DSP specialists. Authorisation required from Case Management for each visit. 	<ul style="list-style-type: none"> Subject to the Maternity Benefit limit of R10 830 PMF. No authorisation required. Subject to Overall Annual Limit (OAL)
Pregnancy Scans	<ul style="list-style-type: none"> 3 sonars per event/ pregnancy. Authorisation required from Case Management prior to scans. Motivation letter from Obstetrician required for high-risk pregnancies. Ultrasound scans are performed three times: at 12 and 22 weeks, and between 23 and 40 weeks. Other sonars will be for the member's own account, if no complication is registered. 	<ul style="list-style-type: none"> 3 sonars per event/pregnancy. Authorisation required from Case Management prior to scan. Motivational letter from Obstetrician required for high-risk pregnancies. Ultrasound scans are performed three times: at 12 and 22 weeks, and between 23 and 40 weeks. Other sonars will be for the member's own account, if no complication is registered. 	<ul style="list-style-type: none"> Two 2D scans for the family for the year. Subject to the Maternity Benefit limit of R10 830 PMF. Authorisation required from Case Management prior to scan. 3D & 4D scans paid up to the rate of a 2D scan only. Subject to Overall Annual Limit (OAL)
Amniocentesis	<ul style="list-style-type: none"> 100% of Scheme tariff. 	<ul style="list-style-type: none"> 100% per family for the year. 100% of Scheme tariff. 	<ul style="list-style-type: none"> Limited to R10 900 PMF Subject to Overall Annual Limit (OAL)
Blood Tests	<ul style="list-style-type: none"> Lancet/Pathcare to be used. 	<ul style="list-style-type: none"> Lancet/Pathcare to be used. 	<ul style="list-style-type: none"> Limited to R12 062 PMF Subject to Overall Annual Limit (OAL)
Antenatal Classes	<ul style="list-style-type: none"> Not covered. 	<ul style="list-style-type: none"> Not covered. 	<ul style="list-style-type: none"> Not covered.
Supplements	<ul style="list-style-type: none"> As per Option formulary. 	<ul style="list-style-type: none"> As per Option formulary. 	<ul style="list-style-type: none"> As per Option formulary. Subject to Overall Annual Limit (OAL)
Normal vaginal deliveries	<ul style="list-style-type: none"> A stay of 2 days at DSP hospital. Authorisation required from Case Management prior to hospital admission. 	<ul style="list-style-type: none"> A stay of 2 days at DSP hospital only. No cover for non-DSP hospitals. Authorisation required from Case Management prior to hospital admission. 	<ul style="list-style-type: none"> A stay of 2 days at any hospital only. Authorisation required from Case Management prior to hospital admission. Subject to Overall Annual Limit (OAL)
Caesarean section	<ul style="list-style-type: none"> A stay of 3 days at DSP hospital. Authorisation required from Case Management prior to hospital admission. 	<ul style="list-style-type: none"> A stay of 3 days at DSP hospital. No cover for non-DSP hospitals. Authorisation required from Case Management prior to hospital admission. 	<ul style="list-style-type: none"> A stay of 3 days at any hospital only. Authorisation required from Case Management prior to hospital admission. Subject to Overall Annual Limit (OAL)
Circumcision	<ul style="list-style-type: none"> 100% of Scheme tariff. As per protocol. 	<ul style="list-style-type: none"> 100% of Scheme tariff. As per protocol. 	<ul style="list-style-type: none"> 100% of Scheme tariff. Subject to Overall Annual Limit (OAL) As per protocol.
Childhood Immunisation	<ul style="list-style-type: none"> 100% of Scheme tariff. Limited to PH Child Immunisation Programme (excludes consultation cost). 	<ul style="list-style-type: none"> 100% of Scheme tariff. Limited to PH Child Immunisation Programme (excludes consultation cost). 	<ul style="list-style-type: none"> 100% of lower of cost or scheme rate. According to the DoH protocols (excludes consultation cost). Subject to Overall Annual Limit (OAL)

YOUR OPTOMETRY BENEFITS

How do they work?

As a member of Platinum Health, you enjoy specific optometry benefits according to your scheme option.

Optometry benefits for PlatComprehensive, PlatCap and PlatFreedom members stretch over a two-year period, calculated from the last date of receiving either your glasses or contact lenses.

For example: If you received spectacles or contact lenses in June 2023, you will only qualify for new spectacles/contact lenses in June 2025. You will only be able to submit further claims when your two-year period has lapsed.



Your Optometry benefits according to your scheme option are as follows:

PlatComprehensive Option

Service	% Benefits	Annual Limits	Conditions/Remarks
Eye Examination, frames, lenses, contact lenses and disposable contact lenses	100% of Scheme tariff	Combined 2-year benefit limit of R3,018 PB	<ul style="list-style-type: none"> Members located within a 50km radius of DSPs are obliged to utilise such DSPs, subject to clinical protocol approval and regulation 8(3). Members located between 50 – 200km radius of Scheme DSPs may utilise any provider and will be covered 100% of Scheme tariff, subject to clinical protocol approval and regulation 8(3). Members located further than 200km radius from DSPs shall be deemed to have obtained services involuntary in which case the Scheme will cover 100% of Scheme tariff, subject to clinical protocol approval and regulation 8(3). Limited to one set of spectacles or range of contact lenses per beneficiary, every 2 years from anniversary of claiming PB, up to benefit limit.
Correction of vision surgery	100% of Scheme tariff	Unlimited	<ul style="list-style-type: none"> Subject to referral, authorisation, Scheme DSP utilisation, clinical protocol approval and regulation 8(3). The benefit excludes excimer laser treatment.
Screening for Vision affecting Chronic Diseases	100% of Scheme tariff	One screening consultation PB per annum	<ul style="list-style-type: none"> Members located within a 50km radius of DSPs are obliged to utilise such DSPs, subject to clinical protocol approval and regulation 8(3). Members located between 50 – 200km radius of Scheme DSPs may utilise any provider and will be covered 100% of Scheme tariff, subject to clinical protocol approval and regulation 8(3). Members located further than 200km radius from DSPs shall be deemed to have obtained services involuntary in which case the Scheme will cover 100% of Scheme tariff, subject to clinical protocol approval and regulation 8(3).

PlatCap Option

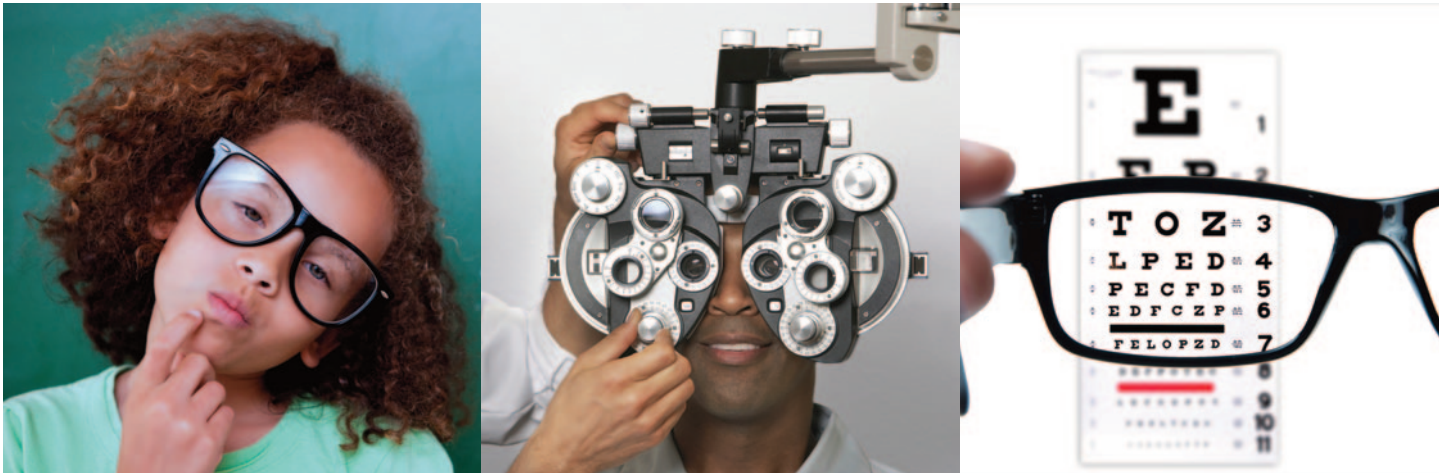
Service	% Benefits	Annual Limits	Conditions/Remarks
Optometry	100 % of Scheme tariff	Combined 2-year benefit limit of R1,511 . One set of spectacles per beneficiary.	<ul style="list-style-type: none"> Two-year benefit from anniversary of claiming PB. Subject to Scheme DSP utilisation.
Examination			<ul style="list-style-type: none"> One optometric consultation PB. Subject to Scheme DSP utilisation.
Frames			<ul style="list-style-type: none"> Range of Scheme approved frames every 24 months. One set of frames PB. Subject to Scheme DSP utilisation.
Lenses			<ul style="list-style-type: none"> Single vision lens. Subject to Scheme DSP utilisation.
Contact Lenses		No benefit	
Screening for Vision affecting Chronic Diseases	100% of Scheme tariff	One screening consultation per annum PB	<ul style="list-style-type: none"> Subject to Scheme DSP utilisation and clinical protocol approval.

PlatFreedom Option

Benefit Category	Rate	Limit each year	Authorisation
Eye examination	100% of the lower of cost or SAOA rate	One (1) examination per beneficiary each year, clinically essential lenses every 2 years from anniversary of claiming PB and one (1) frame per beneficiary subject to combined limit of R3 820 per beneficiary	No benefit for lens add-ons
Lenses			
Frames			
Contact lenses			
Readers		Limited to and included in the frames/lenses limit above, if obtained from a registered practice	
Refractive eye surgery	80% of the lower of cost or Scheme rate	R23 119 per member family	Authorisation required
Screening for Vision affecting Chronic Diseases	100% of the lower of cost or SAOA rate	One screening consultation per beneficiary per annum	

Who to utilise for Optometry services

- Members on the PlatComprehensive and PlatCap Options are obliged to utilise designated service provider (DSP) Optometrists.
- Members on the PlatFreedom Option may utilise their Optometrist of Choice.



Platinum Health has established a designated servicer provider (DSP) network of Optometrists. Some of the DSP Optometrists are available at the following Platinum Health owned medical facilities:

RUSTENBURG REGION		
Platinum Health Medical Centre in Rustenburg	Corner of Beyers Naude Avenue and Heystek Street, Rustenburg	014 590 1700 or 080 000 6942
Platinum Health Medical Centre in Brits	Madibeng Mall, Shop No 47, Crocodile Street, Corner of Hendrik Verwoerd Drive, Brits	012 133 0170
BUSHVELD REGION		
Amandelbult Hospital	1 Hospital Street, Tumela Mine, Chromite	087 463 0084
Thabazimbi Medical Centre	9 Watsonia Street, Thabazimbi	014 133 0117
Union Hospital	Hospital Street, Swartklip	010 133 1744
Setaria Clinic	33 Merensky Street, Setaria Village	014 784 3214
EASTERN LIMB REGION		
Platinum Health Medical Centre in Burgersfort	Tubatse Crossing Mall, Shop No UG04, Burgersfort	087 463 0406
Platinum Health Medical Centre in Jane Furse	Shop 12, JPI Business Centre, Stand no 2008, Vergelegen C Section, Jane Furse Village, Sekwati	087 463 0851

In other instances, and to accommodate PlatComprehensive and PlatCap members who are not located within 50km of Platinum Health owned medical facilities, we established a network of DSP Optometrists. To find

a DSP Optometrist closest to you, visit the Platinum Health website (www.platinumhealth.co.za) and utilise the DSP search tool available on the Homepage.

If you need more information, kindly contact the Client Liaison Call Centre on 014 590 1700 or 080 000 6942, email: phclientliaison@platinumhealth.co.za

OBTAINING CHRONIC MEDICATION

Chronic Medication can be obtained in any of the following ways:

- Members can collect their chronic medicine from their closest Platinum Health owned pharmacy. Visit the Platinum Health website (www.platinumhealth.co.za) for detail.
- Members who reside outside a 50km radius from a Platinum Health owned pharmacy receive their chronic medicine delivered to a physical address via courier.
- Chronic medication is sent to Platinum Health medical facilities on request.
- Medication can be collected from clinics and dressing stations on mines; however, this should be pre-arranged.
- Members can contact the Chronic Medication Department on 014 590 1700 or their nearest Platinum Health pharmacy if they find themselves without medication.



If you have any questions, you are welcome to contact the Chronic Medication department on 014 590 1700 or 080 000 6942.

- Fax chronic prescriptions to 086 577 0274
- Email orders, applications and general enquiries to phscript@platinumhealth.co.za



How to keep medicine safe at home

- Moisture, heat, and direct light can damage your medicine and make it unsuitable for consumption or affect the efficacy of the products.
- Medicine should be stored in a cool dry place such as a container in a closet or a kitchen cupboard away from the stove, sink or any hot appliances.
- Do not store medicine in the bathroom. The heat and moisture from the bath or shower can damage the medicines.
- Keep medicines in the original container as received from the pharmacy. Do not mix different tablets or capsules as the active ingredients can interact and cause damage.
- Insulin should be stored in the door of the refrigerator. Never store insulin in the coldest part of the fridge, the insulin can freeze, degrade, and become less effective.
- Always keep medicine out of reach and sight of children.
- Unwanted, damaged, and expired medication should be disposed of via a pharmacy. Never dispose of it in municipal sewerage or waste systems.

GLAUCOMA

Glaucoma is a group of eye conditions that damage the optic nerve. The optic nerve sends visual information from your eye to your brain and is vital for good vision. Damage to the optic nerve is often related to high pressure in your eye. But glaucoma can happen even with normal eye pressure.

Glaucoma is one of the leading causes of permanent and irreversible vision loss and blindness. It can affect anyone, but the risk increases with age. Other risks include: family history of glaucoma, diabetes, hypertension and previous eye injury/surgery. Many forms of glaucoma have no warning signs. The effect is so gradual that you may not notice a change in vision until the condition is in its later stages.

It's important to have regular eye exams that include measurements of your eye pressure. If glaucoma is detected early, vision loss can be slowed or prevented. If you have glaucoma, you'll need treatment or monitoring for the rest of your life.

Symptoms

The symptoms of glaucoma depend on the type and stage of your condition.

Open-angle glaucoma

- No symptoms in early stages
- Gradually, patchy blind spots in your side vision. Side vision also is known as peripheral vision
- In later stages, difficulty seeing things in your central vision

Acute angle-closure glaucoma

- Severe headache
- Severe eye pain
- Nausea or vomiting
- Blurred vision
- Halos or colored rings around lights
- Eye redness

Normal-tension glaucoma

- No symptoms in early stages
- Gradually, blurred vision
- In later stages, loss of side vision

Glaucoma in children

- A dull or cloudy eye (infants)
- Increased blinking (infants)
- Tears without crying (infants)
- Blurred vision
- Nearsightedness that gets worse
- Headache

Pigmentary glaucoma

- Halos around lights
- Blurred vision with exercise
- Gradual loss of side vision

When to see a doctor

If you experience symptoms that come on suddenly, you may have acute angle-closure glaucoma. Symptoms include severe headache and severe eye pain. You need treatment as soon as possible. Consult a doctor at your closest Platinum Health medical facility immediately.

Source: www.mayoclinic.org/diseases-conditions/glaucoma



Changing mindsets:

Let's make ear and hearing care a reality for all!

World Hearing Day is held on 3 March each year to raise awareness on how to prevent deafness and hearing loss and promote ear and hearing care across the world.

Hearing loss, which includes losing some or all hearing in one or both ears, can occur gradually and naturally or because of injury or illness. Reasons behind hearing loss can range from genetics and aging to physical trauma like broken bones to working in loud environments. Illness or repeated infections can also gradually lessen the ability to hear completely, as can earwax or fluid buildup.

Common symptoms of hearing loss may include:

- Hearing more clearly in one ear than the other.
- Trouble following conversations, especially in loud environments.
- Needing the TV, radio, or phone speakers to be louder than others do.
- Difficulty hearing high-pitched sounds, including higher voices.
- Exhaustion from having to keep track of conversations or sounds.
- Difficulty differentiating high-pitched sounds from one another.
- Difficulty maintaining balance or feeling dizzy.
- Ringing or buzzing in the ear, also called tinnitus.
- Feeling sensations of fluid pressure in the eardrum.
- Pain in the eardrum.
- Discharge from the ears.

When to see a doctor

If you have a sudden loss of hearing, particularly in one ear, seek immediate medical attention. Talk to your doctor if difficulty hearing is interfering with your daily life. Age-related hearing loss occurs gradually, so you may not notice it at first.

Risk factors






Factors that may damage or lead to loss of the hairs and nerve cells in your inner ear include:

- **Aging.** Degeneration of inner ear structures occurs over time.
- **Loud noise.** Exposure to loud sounds can damage the cells of your inner ear. Damage can occur with long-term exposure to loud noises, or from a short blast of noise, such as from a gunshot.
- **Heredity.** Your genetic makeup may make you more susceptible to ear damage from sound or deterioration from aging.
- **Occupational noises.** Jobs where loud noise is a regular part of the working environment, such as mining, construction, or factory work, can lead to damage inside your ear.
- **Recreational noises.** Exposure to explosive noises, such as firearms and jet engines, can cause immediate, permanent hearing loss. Other recreational activities with dangerously high noise levels include motorcycling, carpentry or listening to loud music.

When to obtain authorisation

from Platinum Health

Platinum Health (PH) members are reminded that an authorisation should be obtained from the Scheme for any of the following:

		PlatCom- prehensive	PlatCap	Plat Freedom
	Specialist consultations	✓	✓	✗
	In-and-out of hospital procedures and medical admissions	✓	✓	✓
	Managed-care programmes such as maternity, cancer and oncology, kidney disease, oxygen management and HIV	✓	✓	✓
	Specialised radiological investigations such as MRI, CT and PET scans	✓	✓	✓
	Specialised Dentistry	✓	✓	✓

The authorisation process entails assessing the clinical necessity and appropriateness of the referral, procedure or treatment according to the Scheme's clinical protocols and guidelines, prior to the specialist visit, hospital admission or treatment.

The process to apply for an authorisation is as follows:

1 Have the following information ready when phoning Case Management for an authorisation:

- Membership number
- Beneficiary name and date of birth
- Date of visit/admission and proposed date of the operation
- Name of the doctor, his/her telephone number and practice number
- All the relevant procedures and associated medical diagnosis codes (your doctor can assist you with this)
- Ask your doctor for full details of:
 - The reason for admission to hospital or scan.
 - Applicable procedure/tariff code(s).
 - Your diagnosis and ICD10 code if available.

2 Submit your request for authorisation to Case Management by either calling them on 014 590 1700 or 080 000 6942 or alternatively email the information to:

- plathealth@platinumhealth.co.za (specialist authorisations)
- HospitalConfirmations@platinumhealth.co.za (hospital pre-authorisation)

3 Case Management will send confirmation of approval (authorisation) to you via an SMS or email, providing the following information:

- The unique authorisation number
- The approved dependant
- The approved supplier
- The initial approved length of stay
- The status of all the codes (whether approved or rejected in accordance with the scheme Rules)

Please give this authorisation number to the specialist, hospital and/or treating supplier.

(If your authorisation is rejected, you will receive notification via SMS or email, stating the reason why the authorisation request was declined.)

Important to note:

- Any additional days in hospital, multiple procedures or additional services require further authorisation or motivation. If there is a clinical reason for the extended stay, the Scheme will approve the extra days. If not, you will be responsible for the cost for the non-approved days and treatment.
- In case of emergency hospital admissions, authorisation has to be obtained within 24-hours or on the first working day after the emergency.
- You are encouraged to ask for details about how much will be paid by the Scheme when requesting authorisation.

IF YOU HAVE ANY QUESTIONS OR NEED GUIDANCE, KINDLY CONTACT CASE MANAGEMENT ON
014 590 1700 OR 080 000 6942

IMPORTANT CONTACT DETAILS

Ambulance Call Europ Assist @ 0861 746 548

Hospital Authorisation

Call Case Management

Tel: 014 590 1700 or 080 000 6942
Email: HospitalConfirmations@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 – 17:00
Friday 09:00 – 16:00
After-hours (emergencies only): 082 800 8727

Specialist Authorisation

Call Case Management

Tel: 014 590 1700 or 080 000 6942
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 – 17:00
Friday 09:00 – 16:00
After-hours (emergencies only): 082 800 8727

Authorisation for Specialised Dentistry and Specialised Radiology (MRI, CT and PET Scans)

Call Case Management

Tel: 014 590 1700 or 080 000 6942
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 – 17:00
Friday 09:00 – 16:00
After-hours (emergencies only): 082 800 8727

Registration on Managed-care Programmes such as Maternity, HIV, Oxygen, Oncology, Kidney Disease, Road Accident Fund (RAF)

Call Case Management

Tel: 014 590 1700 or 080 000 6942
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 – 17:00
Friday 09:00 – 16:00
After-hours (emergencies only): 082 800 8727

Chronic Medicine

Call the Chronic Medication Department

Tel: 014 590 1700 or 080 000 6942
Fax: 086 577 0274
Email: phscript@platinumhealth.co.za

Office hours:

Monday to Friday 08:30 – 16:00

Claims and Refunds

Call the Client Liaison Call Centre

Tel: 014 590 1700 or 080 000 6942
Submit claims: zzgplatinumhealthclaims@platinumhealth.co.za
Queries about claims: phclientliaison@platinumhealth.co.za

Office hours:

Monday to Friday 08:00 – 16:00

For assistance with Benefit Confirmation, Tax Certificates, Membership Certificates or any Service-related Queries

Call the Client Liaison Call Centre

Tel: 014 590 1700 or 080 000 6942
Email: phclientliaison@platinumhealth.co.za

Office hours:

Monday to Friday 08:00 – 16:00