

## Member Care Programme

### Who we are

Retail Medical Scheme (referred to as 'the Scheme'), registration number 1176, is a not-for-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

### About the Member Care Programme

The Member Care Programme is a voluntary outpatient programme designed to coordinate the care of a selected group of members with complex medical conditions.

The programme aims to provide high quality, planned, person-centred care and chronic condition management. Through the Member Care Programme, we aim to improve the quality, continuity and efficiency of care by:

- Collaborating with relevant Healthcare Professionals
- Helping you to get a better understanding of how to manage your conditions
- Assisting you with navigating your specific option benefits

### Treatment Journey

An example of a patient's treatment plan may include:

- Review of the patient's needs and necessary healthcare treatment required
- Information about medicine, disease control and applicable risk factors
- Assessment and recommendations around the functional needs of the patient
- Coaching the patient and/or their family on the appropriate support for their unique needs
- Sharing clinical information with all relevant treating Healthcare Professionals

## The treatment will be provided in the most appropriate setting following discussions with all relevant parties

### Participation in the Member Care Programme is voluntary

To be part of the Member Care Programme, you need to provide us verbal consent during the enrolment call. This consent provides cover for us to assist you on the programme, access and share your personal and medical information with your treating Healthcare Professionals where appropriate. By providing consent you agree to actively participate and follow the provisions of the Programme.

To help you make the most of the benefits offered on the Member Care Programme, a Clinical Care Specialist (Nurse) will be assigned to you.

There is no cost to the Programme and your monthly premiums remain unaffected. This Programme will be active for a duration of 6 months after which you will automatically be unenrolled. Should you require

further assistance thereafter, an extension of enrolment may be reviewed upon receipt of an e-mailed request from you.

You may opt to withdraw from the Programme before the 6-month period lapses (with no penalties) by sending an e-mail with your request to [MCP@retailmedicalscheme.co.za](mailto:MCP@retailmedicalscheme.co.za)

## **POPIA information**

The consent will be explained to you in a language you understand and are comfortable with.

You will be given the chance to ask questions until you feel that all your questions have been answered to your satisfaction.

## **This consent will not affect routine benefits or the payment of unrelated accounts**

As your condition changes, we may introduce other treatment options that are necessary to maintain ongoing wellness.

To provide you with the best possible service, the Scheme may obtain information and results from treating Healthcare Professionals, and hospitals. We may need to share this information with the relevant Healthcare Professionals to ensure ongoing appropriate care on the programme.

## **Your information will always be kept confidential**

You have the right to access this information, to request that it be rectified if any inaccuracies exist, and to withdraw your consent at any time. You can do so by e-mailing to [MCP@retailmedicalscheme.co.za](mailto:MCP@retailmedicalscheme.co.za)

Retail Medical Scheme uses a third party situated outside of South Africa to provide certain data-processing services related to the Member Care Programme and the information is transferred to them using a secure method. This third party is subject to strict data protection laws, and we have made provision to ensure that your personal information is always kept confidential. We will not share your information for any other reason without your permission.

You understand the reasons for collecting and processing your personal and health information, and give permission for the Scheme to:

- View the hospital records for you or your dependants
- Discuss the treatment for you or your dependants with the treating Healthcare Professional
- Suggest alternative care where appropriate, in connection with the individual care plan
- Obtain and process your personal and health-related information as described above
- Transfer the personal and health information for you or your dependants outside the borders of the Republic of South Africa

## Complaints process

You may lodge a query or complaint with Retail Medical Scheme directly on 0860 101 252 or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the Retail Medical Scheme internal disputes process. You can find more information about the disputes process on [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za)

You may, as a last resort, approach the Council for Medical Schemes for assistance:  
Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue,  
Eco Park, Centurion, 0157 / 0861 123 267 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) /  
[www.medicalschemes.co.za](http://www.medicalschemes.co.za)