

AN
QUESTIONS



W
E
R
S

PLATINUM HEALTH
MEDICAL CENTRE
IN MASHISHING (LYDENBURG)



PLATINUM
HEALTH

GENERAL

Q When will the Platinum Health Medical Centre in Mashishing open?

A On 1 January 2019

Q Where is the Medical Centre situated in Mashishing?

A The Heads Shopping Centre (next to Checkers), Voortrekker Street, Lydenburg, 1120

Q What is the telephone number for the Mashishing Medical Centre?

A Tel no: 087 463 0846

Q What is the consulting hours?

A **Weekdays:**
Saturdays:

08h00 until 18h00
08h00 to 11h00 and
17h00 to 18h00
10h00 to 11h00 and
17h00 to 18h00

Sundays and Public Holidays:



Q What types of medical services will be provided at the new Medical Centre in Mashishing?

A General Practitioners (GP's), Primary Healthcare, Radiology, Laboratory, Psychology (Mental Health) and dispensary services; will be provided.

Q Where can I find out who are Platinum Health DSP's?

A A DSP brochure has been compiled and is available on site to assist members. Members can also contact the Platinum Health Client Liaison Officers on site who will gladly assist.

The two Client Liaison Officers that are available to members in the Eastern Limb Region are:

Kholofelo Mzimba

Tel no: 083 455 7138 or 013 230 2040 or
Email: kholofelo.mzimba@angloamerican.com

Sanny Mkhondo

Tel no: 060 571 0870 or 013 231 9238 or
Email: sanny.mkhondo@angloamerican.com

The DSP lists are also available on the Platinum Health website (www.platinumhealth.co.za)

GENERAL PRACTITIONERS (GP'S) AND EMERGENCIES

Q May I continue utilising my current GP if he/she is not a designated service provider (DSP)?

A If you are located (stay) within an area of 50km from a designated service provider (DSP) you are obliged to use a DSP GP. Members staying in Mashishing will have to utilise the Platinum Health GP's. If you are located further than 50km from a DSP, you may utilise a GP of choice. This rule applies to GP, Dentist, Pharmacy, Specialists, Radiology, Physiotherapy, Laboratory etc. If you are on leave or away for the weekend and you are located further than 50km of a DSP GP you may utilise the services of any non-DSP GP.

Q How many Doctors will there be?

A There will be two General Practitioners, Dr Meyer Coleman and Dr Mudziri Matloha.

Q Will I still be paying the R80 co-payment?

- A
- If you consult a primary healthcare professional nurse at the Medical Centre, no levy is payable.
 - If the primary healthcare professional nurse refers you to the GP, no levy is payable.
 - If you consult a GP directly, the R80 levy will be payable.

Q Will doctors be available 24/7?

A Yes, during operating hours and in case of emergency, the doctor can be called on the emergency cell phone number, **063 257 7637**.

Q Will my medical history be transferred from my current doctor in Mashishing?

A You can request your current DSP GP in Mashishing to provide you with a copy of your medical records, or alternatively you can consult your current DSP GP (without having to pay the R80 levy) and request that your DSP GP provide you with a medical report of treatment and chronic medication list, if applicable. This arrangement has been discussed; and agreed on with the current designated service providers (DSP's).

Q What is the process to be followed in respect of Emergency Services (Ambulance) to ensure members do not incur costs?

A In the event of a life-threatening emergency, members and/or dependants go to the nearest medical facility. Platinum Health is contracted to **Europ Assistance**. By dialling **0861 746 548** from any cellular phone or landline, members have access to a national network of rapid response vehicles, ambulances and emergency aircraft.

Hospital and specialist authorisations have to be obtained within one working day following the emergency. **Our Case Managers are available 24/7 to assist members with emergencies and can be reached by calling 082 800 8727**. The Case Management emergency number is reflected on membership cards and licence holders.

Q What should members do in an emergency?

A The **doctor on call** will have a cell phone and can be called at cell phone number **063 257 7637**.

PHARMACY, SCRIPTS AND CHRONIC MEDICINE

Q What is the process to be followed when I need chronic medication?

A All current arrangements in terms of delivery of chronic medicine to members in the Mashishing area will stay unchanged.

Members diagnosed with a Chronic Medical Condition should take the following steps in order to ensure timeous delivery of chronic medication:

1. Register for chronic medication approval if you are a first time chronic medication user by requesting your doctor to complete a chronic medication form. The Chronic Medication forms are available on the Platinum Health website (www.platinumhealth.co.za) and can also be obtained from the Chronic Medication or Client Liaison Departments.
2. The application form must be signed by both the member as well as the doctor and forwarded to the Chronic Medication Department; along with supporting documentation and a six-month prescription. A separate application form is required for each family member who requires chronic medication.
3. The completed application form and supporting documentation must be submitted to the Chronic Medication Department via:

P.S. Platinum Health GP's will complete chronic medication application forms and the reception at Mashishing Medical Centre will assist members in submitting application forms to the Chronic Medication Department.

Email: ZZGPlatinumHealthChronicMedication@platinumhealth.co.za
Fax: 086 577 0274 or 014 590 1752
Tel no: 014 590 1700

All chronic medication must be obtained from the Platinum Health Chronic Medication Department at the Platinum Health Pharmacy in Rustenburg. A courier service is available for the delivery of chronic medication to members.

Follow-up medication must be ordered via email, fax or phone, from the Chronic Medication Department at least seven working days before the current batch runs out.

Should you have any uncertainty regarding chronic medicine do not hesitate to call the Chronic Medication Department on 014 590 1700.



PHARMACY, SCRIPTS AND CHRONIC MEDICINE continued

Q Does Platinum Health cover all chronic medication, or do they only cover generic medicines and the balance is paid by the member?

A Platinum Health covers 80 chronic conditions, more than any other medical scheme.

As part of its managed care rules and processes, Platinum Health have a comprehensive medicine formulary and beneficiaries on chronic medication can access medication covered in the formulary. Where applicable generic medication is dispensed. Should members wish to receive ethical medicine, where generic medicine is available, the member will be responsible to pay a co-payment. No administrative fees or levies will be covered.

Co-payments will apply under the following conditions:

1. Should a member elect to utilise an original item instead of the generic equivalent, the member will be liable for the price difference between the original and generic.
2. Therapeutic reference pricing is applied to the different therapeutic medicine classes. Should a member elect to use an item priced above the therapeutic reference price, the member will be liable for the difference between the requested item and the therapeutic reference price.

Q What about repeat scripts that have been already submitted to other pharmacies and the period overlaps 1 Jan 2019?

A All chronic medicine scripts for members in the Mashishing area, overlapping 1 January 2019, will be valid until the actual expiry date. If a renewal script is needed, the patient will have to consult a Platinum Health GP at the Mashishing Medical Centre, or any other Platinum Health facility, and a new repeat script will be issued by the GP.



Q Which Pharmacies are available in Mashishing?

- A**
- Joubert Pharmacy, Shop 8L, Viljoen Street, Tel no: 013 235 2381
 - Medirite Pharmacy (Checkers), Cnr Bushwillow and Voortrekker Streets, Tel no: 013 235 1567
 - Jasmyn Pharmacy, 19 Viljoen Street, Tel no: 013 235 2255

Chronic medication will be sent to members' home, workplace or members can elect to have it sent to the Platinum Health Medical Centre at Mashishing and collect it there. There will also be a dispensary at the Consulting Rooms.

Q If I continue using a non-designated service provider (NDSP) GP, will Platinum Health pay the cost of medicine, laboratory tests and radiology?

A If you are located within a 50km radius of a DSP GP, you are obliged to utilise the services of the Platinum Health GP. If you do not utilise the services of a DSP GP, no medicine, laboratory or radiology will be paid.

SPECIALISTS, HOSPITALISATION AND RADIOLOGY

Q Do I require pre-authorisation for specialist visits, hospitalisation and specialised radiology?

A Yes, you do require pre-authorisation for specialist referrals, hospitalisation and specialised radiology. Please take note that authorisation is required for every visit to specialists. If authorisation is not obtained for specialists, hospitalisation and specialised radiology, the scheme will not pay. Authorisation can be obtained by calling the Case Management Department on:

Tel no: 014 590 1700 or 080 000 6942
After hours: 082 800 8727
Fax: 086 247 9497 or 086 233 2406
Email: plathhealth@angloamerican.com
Platinum Health website: www.platinumhealth.co.za
Platinum Health Facilities: Hand delivery



P.S. Platinum Health reception at the Mashishing Medical Centre will assist members in obtaining pre-authorisation and making specialist appointments.

Q What does Platinum Health define as specialised radiology?

A MRI, CT and PET scans are defined as specialised radiology.

Q Do I have to utilise the services of a DSP Specialist?

A The Platinum Health Rules provide that if you are located in a 50km radius of DSP's, members are obliged to use such DSP's.

Members located between 50-200km radius of DSP's, as is the case with members staying in Jane Furse, Steelpoort, Burgersfort, Mashishing and Roossenekal areas, have a choice to use DSP Specialists or to use non-DSP Specialists. Members are encouraged to utilise DSP's as the costs of DSP Specialists will be paid in full by the Scheme. If non-DSP's are utilised Platinum Health will pay 80% of the Scheme rates.

Q What are the DSP Hospitals in the area and must I utilise DSP Hospitals?

- A**
- Limpopo MediClinic Hospital and Limpopo MediClinic Day Hospital (Polokwane)
 - Midmed Life Hospital (Middelburg)
 - Nelspruit MediClinic Hospital (Mbombela)
 - Busamed Lowveld Hospital (Mbombela)
 - Cosmos Hospital (eMalahleni)

It is preferable that members utilise DSP Hospitals.

DENTAL AND OPTOMETRY SERVICES

Q What Dental Services are available?

A Members may utilise any of the following Dentists:

- Dr MJ Skosana Shoprite Centre, Lange Street, Tel no: 013 235 3490
- Dr K Kromhout Cnr Kerk and Viljoen Streets, Tel no: 013 235 1983 *
- Dr JJ Swanepoel 37 Rensburg Street, Tel no: 013 235 1755
- Dr D Steyn 58 Rensburg Street, Tel no: 013 235 0043



P.S. The above doctors may charge rates in excess of medical scheme rates. Members will be liable to pay the difference and therefore should check with the dentist.

Q Which Optometrist may be used?

- #### A
- Cordier Lydenburg, Shop no 4, Spar Centre, Cnr Viljoen and Voortrekker Streets, Tel no: 013 235 2706
 - Me DM Malele, Shop 3, Shoprite Centre, Lange Street, Tel no: 013 235 1148

EMERGENCY TRANSPORT (AMBULANCE)

EUROP ASSISTANCE CALL CENTRE: 0861 746 548

CASE MANAGEMENT

Tel no: 014 590 1700 or 080 000 6942
A/H emergency: 082 800 8727
Fax: 086 233 2406 or 086 247 9497
Email: plathealth@platinumhealth.co.za (specialist authorisation)
hospitalconfirmations@platinumhealth.co.za (hospital pre-authorisation and authorisation)
ZZGPlatinumHealthCaseManagement@platinumhealth.co.za (alternative email address for both specialist and hospital authorisation)

CHRONIC MEDICATION/CLINICAL MOTIVATION

Office hours: Monday to Thursday 09:00 – 17:00
Friday 09:00 – 16:00
Tel no: 014 590 1700
Fax: 014 590 1752 / 086 577 0274
Email: ZZGPlatinumHealthChronicMedication@platinumhealth.co.za (orders, applications and general enquiries)
ZZGPlatinumHealthClinicalMotivation@platinumhealth.co.za (clinical motivations)
Office hours: Monday to Friday 08:30 - 16:00

CLIENT LIAISON

Members who need further clarity or explanation about the Medical Centre in Mashishing, should contact the PHMS Call Centre at 014 590 1700 or 080 000 6942, or email: phclientliaison@platinumhealth.co.za

Members can also ask their visiting Client Liaison Officers on site:

- Sanny Mkhondo Tel no: 060 571 0870 or Email: sanny.mkhondo@angloamerican.com
- Kholofelo Mzimba Tel no: 083 455 7138 or Email: kholofelo.mzimba@angloamerican.com



PLATINUM HEALTH