

Update



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Health Calendar

JULY 2023

Mental Illness Awareness Month

18 July Nelson Mandela International Day

28 July World Hepatitis Day



MESSAGE FROM THE PRINCIPAL OFFICER'S DESK

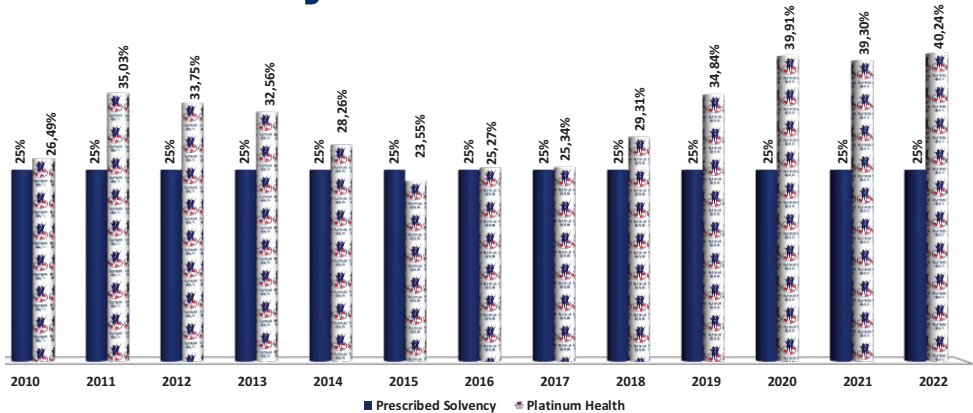
Platinum Health is sustainable and financially sound



I am delighted to report that PH ended 2022 with a solvency of 40.24%, which indicates that the scheme is fully funded above the statutory requirement of 25% solvency. The graph below indicates that the scheme has

consistently maintained solvency of above 25% in the past two years, which is an indication that the scheme is well funded.

Solvency Ratio



It is also pleasing to report that PH's membership grew from 96 836 beneficiaries in 2021 to 104 571 in 2022, which reflects a 7.99% growth. The pensioner ratio of PH remains the lowest in the industry at 1.44% which reflects a healthy risk pool for the scheme and a sustainable scheme. The membership growth as alluded above, resulted in a gross annual income of R1.8 billion from R1.6 the previous year.

Based on the information highlighted above, PHMS BOT is pleased that the scheme is well funded and in a good position to meet its

financial obligations going forward. The Board of Trustees remains confident that the scheme is still offering excellent benefits at a cost, substantially lower than the market average of other medical Schemes.

Expansion of facilities

Platinum Health's (PH) commitment to provide accessible, quality healthcare to its members prompted the scheme to establish a new medical centre in Brits. PH members working at participating employers in the area where this medical facility is based, will benefit greatly from the medical centre as it is conveniently situated.



Above: Cutting of the ribbon... Dr Tryphine Zulu (PH Chief Healthcare Officer) and Rodney Gounden (Chief Executive Officer) did the honours of cutting the ribbon at the official opening of the medical centre on Thursday, 13 April 2023. Standing with them are Mine Management and Trade Union representatives.

The medical centre provides a spacious, relaxed environment which clearly demonstrates how PH is creating real value for its members by providing state-of-the-art healthcare facilities. This is in line with the scheme's vision of providing appropriate healthcare of high quality, cost-efficiently, which will obtain the approval of all stakeholders.

The following health services are provided at the medical centre:

- General Practitioner
- Primary healthcare
- Dental department
- Optometry department
- Medicine Dispensary.

The medical centre is situated at Madibeng Mall, Shop no 47, Crocodile Street, Corner of Hendrik Verwoerd Drive (next to R511), Brits and the operating hours are as follows

| The operating hours are as follows: | |
|-------------------------------------|---------------|
| Monday to Friday | 08:00 – 17:00 |
| Saturday | 09:00 – 12:00 |

**Yours in health and safety
Welcome Mboniso**

EXTRACTS OF THE ANNUAL FINANCIAL STATEMENTS:

These statements of comprehensive income and financial position provide Platinum Health financial results for the year ended 31 December 2022.

| STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2022 | 2022 R | 2021 R |
|--|------------------------|-----------------|
| Gross contribution income | 1 820 644 262 | 1 610 141 924 |
| Relevant healthcare expenditure | (1 668 862 682) | (1 552 003 781) |
| Net claims incurred | (1 665 310 852) | (1 549 127 980) |
| – Claims incurred | (1 666 022 136) | (1 549 467 967) |
| – Third party claim recoveries | 711 284 | 339 987 |
| Net loss on risk transfer arrangements | (3 551 830) | (2 875 801) |
| – Risk transfer arrangement fees/premiums paid | (13 551 250) | (11 461 464) |
| – Recoveries from risk transfer arrangements | 9 999 420 | 8 585 663 |
| Gross healthcare result | 151 781 580 | 58 138 143 |
| Managed care: management services | (17 767 908) | (14 364 252) |
| Administration expenses | (108 878 404) | (96 344 008) |
| Net impairment losses on healthcare receivables | (1 371 179) | (892 438) |
| Net healthcare result | 23 764 089 | (53 462 555) |
| Other income | 903 768 991 | 872 186 041 |
| Investment income | 55 842 588 | 35 541 151 |
| Income from use of own facilities | 845 090 407 | 799 200 900 |
| Fair value adjustment of investments held at fair value through profit or loss | – | 37 062 575 |
| Net impairment loss recovery | 581 676 | 131 448 |
| Sundry revenue | 2 171 820 | 109 563 |
| Profit on sale of assets | 82 500 | 140 404 |
| Other expenditure | (830 379 781) | (766 752 568) |
| Cost incurred in provision of own facilities | (820 821 768) | (762 459 310) |
| Fair value adjustment of investments at fair value through profit or loss | (3 645 009) | – |
| Finance costs | (3 231 672) | (1 879 609) |
| Sundry expenses | (1 208) | (576) |
| Asset management fees | (2 680 124) | (2 413 073) |
| Net surplus for the year | 97 153 299 | 51 970 918 |
| Taxation | – | (1 938 302) |
| Other comprehensive income | – | – |
| Total comprehensive income for the year | 97 153 299 | 50 032 616 |

| STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2022 | 2022 R | 2021 R |
|---|----------------------|-------------|
| Assets | | |
| Non-current assets | 493 630 807 | 470 917 090 |
| Property, plant and equipment | 56 660 193 | 63 308 032 |
| Deferred taxation | – | – |
| Investments held at fair value through profit or loss | 436 970 614 | 407 609 058 |
| Current assets | 587 784 599 | 503 733 126 |
| Pharmaceutical inventories | 5 725 719 | 8 527 874 |
| Trade and other receivables | 55 718 077 | 60 866 360 |
| Taxation receivable | – | 122 727 |
| Cash and cash equivalents | 526 340 803 | 434 216 165 |
| Total assets | 1 081 415 406 | 974 650 216 |
| Funds and liabilities | | |
| Members' Funds | | |
| Accumulated funds | 732 602 947 | 636 376 292 |
| Non-current liabilities | | |
| Long-term liabilities | 70 048 325 | 74 942 662 |
| Current liabilities | 278 764 134 | 263 331 262 |
| Trade and other payables | 207 669 808 | 178 566 658 |
| Outstanding claims provision | 54 000 000 | 67 920 000 |
| Leave accruals | 17 094 326 | 16 844 604 |
| Total funds and liabilities | 1 081 415 406 | 974 650 216 |



OPERATIONAL STATISTICS

| | 2022 | | 2021 | |
|--|-------------|--------------------|-------------|--------------------|
| | All Options | PlatComp-rehensive | All Options | PlatComp-rehensive |
| Number of members at year end | 57 995 | 53 762 | 54 730 | 50 368 |
| Average number of members for the year * | 56 036 | 51 621 | 53 424 | 48 720 |
| Average administration and managed care costs incurred per beneficiary per month | R105 | R105 | R102 | R103 |
| Average accumulated funds per member at 31 December | R12 632 | R10 527 | R11 628 | R10 390 |
| Dependant ratio as at 31 December | 1:0.804 | 1:0.801 | 1:0.792 | 1:0.793 |
| Non-healthcare expenses as a percentage of gross contributions | 7% | 7% | 7% | 7% |
| Number of beneficiaries at year end | 104 571 | 96 836 | 98 059 | 90 290 |
| Average number of beneficiaries during the accounting period | 100 964 | 93 051 | 95 542 | 87 215 |
| Net contributions per average beneficiary per month * | R1 503 | R1 506 | R1 409 | R1 415 |
| Relevant healthcare expenditure per average beneficiary per month * | R1 377 | R1 415 | R1 358 | R1 399 |
| Non-healthcare expenditure per average beneficiary per month * | R108 | R108 | R101 | R101 |
| Relevant healthcare expenditure as a percentage of gross contributions | 92% | 94% | 96% | 99% |
| Average age of beneficiaries at 31 December | 30.64 | 30.61 | 30.76 | 30.68 |
| Return on investments as a percentage of investments at 31 December | 5.42% | 5.42% | 8.62% | 8.62% |
| Pensioners ratio at 31 December | 1.44% | 1.56% | 1.41% | 1.54% |

TAX CERTIFICATES

Members should note that Platinum Health tax certificates for the tax year ending 28 February 2023 will be electronically distributed by end of June 2023 to members for whom we have valid email addresses.

Members who receive tax certificates via email, will not receive hard copies via their Employers. The remaining members for whom we do not have valid email addresses, will receive hardcopies via their Employers. If you haven't received your tax certificate via email by 30 June 2023, it means the Scheme does not have your correct email address. Kindly contact Client Liaison for assistance with updating your email address:

Telephone: 014 590 1700 or 080 000 6942

Email: phclientliaison@platinumhealth.co.za

OPERATIONAL STATISTICS

| | 2022 | | 2021 | |
|--|---------|--------------|---------|--------------|
| | PlatCap | Plat Freedom | PlatCap | Plat Freedom |
| Number of members at year end | 2 660 | 1 533 | 2 883 | 1 479 |
| Average number of members for the year * | 2 914 | 1 501 | 3 264 | 1 440 |
| Average administration and managed care costs incurred per beneficiary per month | R102 | R95 | R89 | R99 |
| Average accumulated funds per member at 31 December | R34 672 | R49 140 | R22 819 | R31 948 |
| Dependant ratio as at 31 December | 1:0.075 | 1:2.181 | 1:0.063 | 1:2.181 |
| Non-healthcare expenses as a percentage of gross contributions | 8% | 7% | 8% | 7% |
| Number of beneficiaries at year end | 2 859 | 4 876 | 3 065 | 4 704 |
| Average number of beneficiaries during the accounting period | 3 119 | 4 795 | 3 460 | 4 567 |
| Net contributions per average beneficiary per month * | R1 248 | R1 390 | R1 182 | R1 459 |
| Relevant healthcare expenditure per average beneficiary per month * | R638 | R987 | R739 | R1 036 |
| Non-healthcare expenditure per average beneficiary per month * | R105 | R95 | R99 | R99 |

WHAT DOES THE RULE SAY?

Platinum Health Medical Scheme (PHMS) is governed by its scheme rules, which comply with relevant legislation.

The scheme is registered with and monitored by the Council for Medical Schemes (CMS), in accordance with the Medical Schemes Act. The scheme rules cover all fund activities, including governance.

In this Update edition, we highlight the rule that states that should a member resign from the scheme, his/her last shift is deemed to be his/her termination date. In terms of the scheme rules, members cannot request to extend their termination period to the end (last) day of the month.

Rule 12.1.2 of Platinum Health Medical Scheme states that:

A member who resigns or is terminated from the service of the participating employer shall on the date of such termination, cease to be a member and all rights to benefits shall thereupon cease, except for claims in respect of services rendered prior thereto.

To view the PHMS Rules, visit the Our Business>Act Regulations and Rules Page on the website (www.platinumhealth.co.za)

INTERNATIONAL NURSES DAY



Above: Nurses at PH medical facilities in the Bosveld Region celebrated International Nurses Day.

International Nurses Day is an annual celebration of the crucial work and role of nurses around the world.

Platinum Health (PH) wish to express its sincere gratitude for the dedication, commitment and perseverance that PH nurses have displayed over the past year. Nurses are the backbone of our healthcare system and vital to all the services



we render. Our nursing services are commendable and we cannot thank our nurses enough.



Above: Nurses in the Rustenburg Region celebrated International Nurses Day.



Above: International Nurses Day was celebrated by Nurses in the Eastern Limb Region.

PLATINUM HEALTH'S VULINDLELA WELLNESS CAMPAIGN

Hundreds of Platinum Health (PH) members participated in recent Vulindlela Wellness Campaigns held at Dwarsrivier, Amandelbult, Northam Zondereinde, Northam Eland, Siyanda Bakgatla and RST Special Metals respectively.

Vulindlela, in essence, means “opening the way” and PH is confident that the Vulindlela campaigns serve as an efficient tool towards opening the way towards a healthier lifestyle for its members.

During the campaigns, members’ blood pressure (BP) and blood glucose levels are tested and should any irregularity be noted, they are referred to the Platinum Health facilities for further treatment. Members also have the opportunity to be tested for HIV in a confidential and private setting.

Apart from the wellness aspect of the campaign, it also serves as a platform to build stronger relationships with scheme members, as they have the opportunity to be informed

about scheme benefits and procedures, or be assisted by Client Liaison Officers with regards to any queries such as membership, claims, tax certificates or service-related concerns.

According to members who participated, it is very convenient to be tested at their workplaces and they appreciate the initiative. More Vulindlela Campaigns are scheduled at Participating Employers over the coming weeks. So look out for communication from Platinum Health, as we may be visiting your workplace next!

All members who tested received gifts as a token of appreciation. Judging from the happy faces on these photos, the Campaign is proving to be a resounding success!

Dwarsrivier Chrome



Amandelbult Dishaba



Amandelbult Tumela



Northam Zondereinde



Northam Eland Health & Wellness Week



RST Special Metals



Siyanda Bakgatla Richard Shaft



Siyanda Bakgatla Spud Shaft



MEN'S HEALTH

FOCUS ON PROSTATE CANCER

The lifetime risk for prostate cancer in men in South Africa, is 1 in 15, according to the 2019 National Cancer Registry. Prostate cancer is the most common male cancer both globally and locally and the prevalence is on the rise.

Signs and Symptoms

Prostate Cancer often occurs without any symptoms. However, if the prostate cancer is advanced, the symptoms are more likely to be as follows:

- A noticeable burning while urinating or during ejaculation.
- A frequent need to urinate.
- Blood in urine.
- Blood in semen.
- Pain in the bones.
- Erectile dysfunction.
- Difficulty starting or stopping a stream of urine.
- Inability to urinate standing up.
- Weak or decreased flow in your urinary stream.
- Difficulty starting urination or a need to hold back while urinating.
- Pain and discomfort in the pelvic area, lower back or upper thighs.

Symptoms associated with prostate cancer can also be caused by other non-cancerous diseases such as a urinary tract infection (UTI) or benign prostatic hyperplasia (BPH). The latter is often confused as prostate cancer. Your Platinum Health medical practitioner can help to diagnose your exact condition and address any of the issues listed above with treatment.

Treatment and Prognosis

- Treatment depends on age and how aggressive the cancer is.
- Options include surgery, radiation therapy, and chemotherapy.
- The prognosis for prostate cancer is good if diagnosed early and treated.

Reduce the cancer risk

- Some prostate cancer risk factors such as race, family history, and age can't be helped.
- Go for screening tests such as a digital rectal examination and Prostate Specific Antigen (PSA):
 - From the age of 40 in black African men and in men who have a family history of prostate and/or breast cancer in a first degree relative
 - From the age of 45 years for all other men
 - In addition, patients with a history of lower urinary tract symptoms (LUTS) and/or clinical suspicion of prostate cancer, regardless of age group, should have their PSA tested.
- Make lifestyle choices that reduce your cancer risk by:
 - Eating a healthy diet.
 - Maintaining a healthy weight.
 - Not smoking.

If you present with symptoms mentioned above and you require more information or assistance, talk to your nearest Platinum Health Medical Practitioner.

Source: Cancer Association of South Africa (CANSA)

<https://prostate-ca.co.za/screening-for-prostate-cancer-dont-wait-till-its-too-late/>

MEN'S HEALTH AWARENESS

COLORECTAL CANCER

Colorectal or colon cancer is among the top three cancers for men in South Africa with 1 in 77 males diagnosed according to the National Cancer Register (2019). Early diagnosis greatly improves survival outcomes.

Signs and symptoms

- Many people experience no symptoms.
- Persistent changes in bowel habits, including diarrhea and constipation or both.
- Rectal bleeding or blood on and in stools.
- Persistent abdominal discomfort (cramps, gas, or pain).
- Feeling that the bowel doesn't empty completely.
- Weakness or fatigue.
- Unexplained weight loss.

Lifestyle factors that predispose

- Lack of regular exercise.
- Low fruit/vegetable intake.
- Low-fibre and high-fat diet.
- Being overweight (obesity).
- Alcohol use.
- Smoking.
- Poor oral/dental hygiene.

Genetic factors that predispose

- Hereditary Syndromes such as Lynch Syndrome.
- Personal or family history of colorectal cancer or polyps.

Other factors that may increase risk

- Old age.
- Type 2 Diabetes.
- Inflammatory Bowel Disease.

Screening

Go for regular colon screening tests such as rectal examinations, laboratory testing of stool samples

and colonoscopy or a sigmoidoscopy from age 40 – every 10 years.

Lifestyle changes you can make

- Eat a variety of fruits, vegetables and whole grains.
- Drink alcohol in moderation, if at all.
- Stop smoking.
- Exercise most days of the week.
- Maintain a healthy weight.

Treatment and prognosis

- Treatment depends on how far the cancer has advanced.
- Treatment may include surgery, radiation, chemotherapy, or a combination of these therapies.
- Prognosis also depends on how far the cancer has advanced.



HYPERTENSION



World Hypertension Day is observed in May with the key focus of increasing awareness about the ‘silent killer’ and helping people realise that hypertension is a preventable and controllable condition.

Interesting facts

- An estimated 1.28 billion adults aged 30–79 years worldwide have hypertension.
- An estimated 46% of adults with hypertension are unaware that they have the condition.
- Less than half of adults (42%) with hypertension are diagnosed and treated.
- Approximately 1 in 5 adults (21%) with hypertension have it under control.
- Hypertension is a major cause of premature death worldwide.
- High blood pressure doesn’t just happen to older adults. Nearly 1 in 4 adults aged 20 to 44 have high blood pressure.

Untreated

Prolonged hypertension, also known as high blood pressure, is a major risk factor for serious medical conditions such as coronary artery disease, stroke, heart failure, atrial fibrillation, vision loss, chronic kidney disease, and even dementia.

Hypertension is the main risk factor for cardiovascular diseases which include coronary heart disease and stroke. It is also responsible for causing or worsening chronic kidney disease, heart failure, arrhythmia and dementia.

Conscious lifestyle modifications and medications can lower blood pressure and decrease the risk of health complications.

Here are some ways recommended to lower hypertension:

Exercise

Research suggests that an active lifestyle can help lower your systolic blood pressure by an average of 4 to 9 mm Hg.

Exercise helps you to maintain a healthy weight which in turn helps to control blood pressure. However, it is important to keep exercising on a regular basis. Aerobics, flexibility and strength training exercises can help in the long run.



Stop smoking

While smoking has not been conclusively proven to cause high blood pressure, each cigarette you smoke temporarily increases your blood pressure for many minutes after you finish. For your overall health and to reduce your risk for heart attack and stroke, avoid all forms of tobacco as well as second-hand smoke.



Avoid alcohol

Drinking too much alcohol can raise blood pressure to unhealthy levels. Having more than three drinks in one sitting temporarily increases your blood pressure, but repeated binge drinking can lead to long-term increases. If you have high blood pressure, avoid alcohol or drink alcohol only in moderation.



Diet

Eating a heart-healthy diet is important for managing your blood pressure and reducing your risk of heart attack, heart disease, stroke and other diseases. We suggest your diet includes whole grain cereals, fruits, vegetables, legumes and nuts, low fat dairy products, lean meat and fish and low salt. Salt intake should be restricted to less than 2300 mg of sodium per day which is equivalent to one tablespoon of salt (5 gm). Avoid saturated and trans fats and added sugar in your diet.



Don't stop medication

When somebody is diagnosed with hypertension (systolic blood pressure 140 or more and/or diastolic blood pressure 90 or more), then in addition to diet and exercise, medicines become a must. Medicines need to be increased step wise to keep the blood pressure within range.

A common mistake many patients do is to stop the blood pressure medication once it is within normal range. It invariably goes back to the previous level if medicines are stopped. The blood pressure may even rebound to a very high level leading to acute complications. Therefore, prescribed blood pressure medicines should not be lowered or stopped without your doctor's advice.





FIRST AID FOR BURNS

Burns commonly result from the sun, scalding by hot liquids, fire, electricity or chemicals. Burns are classified according to the depth and size of the burn:

FIRST-DEGREE

Only the outer layer of skin is burnt. The skin is red (like mild sunburn) and may be swollen and painful.

SECOND-DEGREE

The top two layers of skin are burnt. Blisters develop and the skin takes on an intensely reddened, blotchy appearance. These burns are very painful.

THIRD-DEGREE

The most serious burns are painless (nerve endings are damaged). All layers of the skin, fat, muscle and even bone may be affected. Areas may be charred black or appear hard and white.

FOR MAJOR BURNS:

Call an ambulance (0861 746 548).

In the meantime:

- Cover the burn. Use a cool, moist, sterile bandage, cloth or towels.
- Moisten the patient's lips with water and keep him/her calm.
- Check for breathing, coughing or movement. If there is none, begin CPR if you are trained to do so.
- Don't remove burnt clothing near or at the site of the burn. However, make sure the victim is not exposed to smoke or heat.
- Don't immerse large burns in cold water as this could cause shock.

For minor burns:

- **Stop the burning process** as soon as possible. This may mean removing the person from the area, dousing flames with water, or smothering flames with a blanket. Do not put yourself at risk of getting burnt as well.
- **Cool the burn** under running cold water for 10 – 30 minutes, immerse in cold water or cool with a clean cloth soaked in cold water. This reduces swelling by conducting heat away from the skin. Never use ice, iced water, or any creams or greasy substances like butter.
- **Remove clothing and jewelry near the burn.** Swelling could make it difficult to remove later.
- **Cover the burn with a loosely wrapped sterile bandage or cling film.** Cover the burnt area, rather than wrapping it around a limb. A clean, clear plastic bag can be used for burns on your hand. These covering efforts keep air and contaminants off the burn, reduces pain and protects blistered skin.
- **Take pain medication like paracetamol or ibuprofen.** Never give aspirin to children or teenagers.
- **Raise the affected area, if possible.** This will help to reduce swelling.



Caution

- Don't use ice, butter or Vaseline as this might cause further damage.
- Don't break blisters as they protect against infection.
- Don't remove clothing that sticks to the skin.

Get help immediately if the burn:

- Is deep and causes white or charred skin
- Was caused by chemicals or electricity.
- Is larger than the person's palm.
- Is on the face, genitals, joints, hands or feet.

If the person:

- Has inhaled smoke.
- Has a temperature.
- Is in shock. Symptoms of shock include cold, clammy skin, sweating, rapid, shallow breathing, and weakness or dizziness

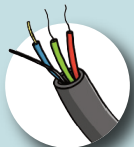
Source: www.elastoplast.co.za/ <https://www.nhs.uk/conditions/burns-and-scalds/treatment>

Types of burns



Open fire e.g. candles, cooking and braai fires.

Fluids e.g. boiling water, tea, coffee and oil.



Electrical e.g. electricity, lightning

Chemicals e.g. pool acids, rust and paint removers, paraffin.



Other e.g. stove plates, iron, primus stove, heater

Sunburn can cause serious damage to the skin.



CLEAN HANDS

THE FIRST STEP TO BETTER HYGIENE

Washing your hands is one of the easiest and most effective ways to prevent infection. From the telephone to the toilet, your computer keyboard to the escalator rail, germs are everywhere and chances are they'll end up on your hands.

While you can't wear protective gloves all the time, you can wash your hands regularly and properly.

Preventing disease

Washing hands is like a DIY vaccine that involves just five simple steps – wet, lather, scrub, rinse, dry – to reduce the spread of infectious germs that cause stomach, airway, eye and skin infections amongst others. Germs can spread from person to person or from surfaces to people when you:

- Touch your eyes, nose, and mouth with unwashed hands.
- Prepare or eat food and drinks with unwashed hands.
- Touch surfaces or objects that have germs on them.
- Blow your nose, cough, or sneeze into hands and then touch other people's hands or common objects.

When to wash you hands

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food.
- Before and after eating food.
- Before and after caring for someone at home who is sick with vomiting or diarrhea.
- Before and after treating a cut or wound.
- After using the toilet.
- After changing diapers or cleaning up a child who has used the toilet.
- After blowing your nose, coughing, or sneezing.
- After touching an animal, animal feed, or animal waste.
- After handling pet food or pet treats
- After touching garbage.



WET your hands with clean running water (warm or cold), turn off the tap and apply soap.



LATHER with the soap. Be sure to include the backs of your hands, between your fingers and under your nails.



SCRUB for about 20 seconds. Rub the palms together and then rub the back of your hands. Interlink your fingers and rub them together. Clean the thumbs and then rub your palms with your fingers.



RINSE well under clean running water.



DRY your hands using a clean towel, or air-dry them.

CLOSE the tap with paper towel.

Soap and water is the most effective method of cleaning your hands, however, you can use an alcohol-based hand sanitiser with at least 70% alcohol if soap and clean water are not available. Remember, hand sanitizers are not effective when hands are very dirty or greasy.

Do you need assistance from Platinum Health but you're not sure who to contact?

To ensure that you as a member are assisted promptly and efficiently, we include the following important contact details.



CASE MANAGEMENT assists members with authorisation for the following:

Specialist consultations: plathealth@platinumhealth.co.za

In-hospital procedures and hospital admissions: HospitalConfirmations@platinumhealth.co.za

Managed-care programmes such as maternity, oncology, HIV, oxygen, kidney disease and Road

Accident Fund (RAF): plathealth@platinumhealth.co.za

Specialised radiological investigations such as MRI's, CT and PET scans:

plathealth@platinumhealth.co.za

Telephone: 014 590 1700 or 080 000 6942.

CLIENT LIAISON assists members with tax certificates, membership certificates, claims, refunds, confirmation of benefits or any service-related queries:

Email: phclientliaison@platinumhealth.co.za

Telephone: 014 590 1700 or 080 000 6942

CHRONIC MEDICATION DEPARTMENT assists members with new chronic medication applications, follow-up chronic medication orders and general enquiries:

Email: ZZGPlatinumHealthChronicMedication@platinumhealth.co.za

Telephone: 014 590 1700 or 080 000 6942

AMBULANCE

In case of a life-threatening medical emergency, Call Europ Assist – 0861 746 548

Important to note:

If you receive a claims advice, tax certificate or authorisation number from the system generated email (phmember@platinumhealth.co.za), please do not reply to this email as it is not manned by staff. Please contact the relevant department as indicated above.

Remember to UPDATE YOUR CONTACT DETAILS

Please inform Platinum Health immediately if your contact details change (for example, your telephone number, email, address, banking details, marital status or number of dependants). Platinum Health continuously communicates with members via SMS, email or postal mail and therefore it is imperative for members to keep their details updated.

Correct cellphone numbers will ensure that:

- You receive authorisation numbers via SMS.
- You receive SMS's regarding payments by the Scheme to suppliers, keeping you updated of medical expenses.
- You receive important communication SMS's regarding:
 - Adding of dependants or termination of dependants.
 - Outstanding documentation which could lead to membership suspension.
 - Reminders of outstanding contributions.
- You can detect any possible fraudulent claims submitted by suppliers to Platinum Health.

Correct residential and postal addresses will ensure that:

- There is no delay in DSP allocation of specialist consultations and hospital admissions. (applicable to Plat-Comprehensive and PlatCap).
- You receive Scheme documentation.

How to update contact details

The relevant form named "Request to change membership details, Scheme Option or Card request" can be obtained from Platinum Health via any of the following channels:

1. **Download** the form from the Platinum Health website (www.platinumhealth.co.za)
2. **Email** a request to Client Liaison email address (phclientliaison@platinumhealth.co.za)
3. **Phone** the Client Liaison Call Centre on 014 590 1700 or 080 000 6942
4. **Collect** the form from Client Liaison offices in your area

Complete the form stipulating the necessary changes you wish to amend. The principal member needs to sign the form together with a copy of his/her ID document, passport or driver's license and submit back to Platinum Health either by:

Email: zsgengagementofficemembership@platinumhealth.co.za or phclientliaison@platinumhealth.co.za
OR hand in the form at your closest Client Liaison office



Correct email address will ensure that:

- You receive membership claims advices/statements.
- You receive tax certificates.
- You receive other Scheme documentation that you may have requested or which Platinum Health may distribute from time-to-time.

Incorrect banking details may lead to:

- Refunds being paid into incorrect bank account as reflected on the Platinum Health system.