



MAKE
THINGS
HAPPEN



NEDGROUP
MEDICAL AID
SCHEME

NEWSLETTER

4th Quarter 2015



Message from the Principal Officer

Dear Member

It seems South African meteorologists are agreed that this is going to be a hot summer... which is why we thought we'd put together a sizzling newsletter for you, to match!

With holidays and good weather that will simply beg us to be outside, it is going to be particularly important to look after yourself, and your family, in terms of hydration, sun protection and general safety in and around water.

That is why this issue revolves around exactly these topics – plus some ammunition to convince you why you NEED to take leave for your own sake, as well as that of everyone around you.

We also offer some pointers on activities that will help you become and keep fit while enjoying our country's great outdoors.

Have a wonderful festive season; travel safely and may 2016 be a year of health and happiness for you and your loved ones.

Yours in health,

Julia le Roux



Go away!

After an enjoyable period of leave, most of us feel ready to take on the world again. That is because we usually have a better perspective on our problems, get to relax with our families and friends, and get a break from our usual routines. See why it is so important to take enough leave, and regularly...

If you are always stressed, this will negatively affect your body's ability to resist infection, maintain vital functions, and even your ability to avoid injury. So when you're stressed out and tired, you are more likely to become ill, your arteries take a beating, and you're more likely to have an accident. Also, your sleep will suffer and you won't digest your food as well as you should. Mentally, not only would you become more irritable, depressed, and anxious, but your memory will become worse and you'll make poorer decisions. You'll also be less fun to be with, causing you to become more isolated, lonely, and depressed. Going on leave has the potential to 'reset' you and allow you to break out of your everyday stress cycles.

Even if you cannot afford to go away, there are plenty of advantages to 'stay-cations'. Explore your city, as if you are a tourist... or visit a park; go to the beach or hike up a mountain. Just get out there!



CHRONIC MEDICINE USER?

Do you need an early refill or extra chronic medication before you go on leave? Contact ScriptPharm on 010 591 0150 or nedgroup@scriptpharm.co.za to arrange for this well before you go on holiday. The lead-time for an early refill or extended supply is two weeks before travelling and there are certain requirements – please see your member guide for more information.

NOTE: ScriptPharm's telephone number will change to 011 100 7557 from 1 January 2016.

Staying safe over the holidays

The festive season often entails travelling to loved ones, long, leisurely meals and kids playing in the pool or at the beach. Make sure this happy time remains a safe time by driving carefully, and taking extra care watching kids playing in the water.



TRAVELLING TIPS

As we approach the festive season, our emergency transport service provider, **ER24**, offers these holiday driving safety tips:

- Take regular breaks during your journey;
- Check your brakes, tyres and wipers;
- Maintain a safe distance from the vehicle in front of you (approximately 3 seconds);
- Turn on your headlights (even in daylight);
- Do not use your cell phone whilst driving;
- Watch your speed limit; and
- Ensure all passengers are strapped in or wearing safety belts.



SAFE SWIMMING...

... for children

ER24 also offers these safety tips for those hot summer days when we all head for the water:

- Never allow a child to swim without adult supervision. Also, never leave youngsters unsupervised around water bowls or bathtubs for example. You can drown in approximately two centimetres of water.
- Ensure children wear a life jacket if they cannot swim.
- Keep your pool covered with an approved cover when not in use.

... in open water

- Do not swim too far out into the ocean. After a while, you may struggle due to fatigue or get swept away further due to strong currents.
- Wearing a life jacket is vital. Remember your life jacket when participating in water sports such as boating, tubing or rafting.
- When at the ocean, swim in designated areas that are supervised by lifeguards.
- Never swim alone.
- Remember that swimming in open water is not the same as swimming in a pool.
- Never dive or jump into unfamiliar or shallow water.



If an emergency situation occurs, whether on the road, at the beach or at home, remember that **ER24's** Emergency Contact Centre is operative 24 hours per day 365 days a year.

- **Call 084 124 immediately!**
- You can also call **0861 NED 911** (0861 633 911).
- Tell the **ER24** operator that you are a **Nedgroup Medical Aid Scheme member**. He/she will prompt you or the caller through all the information we require from you before dispatching an appropriate level of care ambulance to the scene.



Water – your body's main nutritional need

Water is one of the body's main foods: although it has no calories, we need water more than we need any other nutrient. Our bodies use water along with food as fuel to keep them in a good condition.

Water transports trace elements, nutrients and hormones into the cells and intercellular spaces. Water tones up the muscles, keeps the skin supple, regulates the body's temperature, lubricates the joints and keeps the mind alert. The body has a reserve of nutrients, but it has no reserve of water. The body cannot rehydrate itself and thirst appears as a general warning of dehydration.

Remember to always have water with you, especially if you are planning to be out and about with your family this summer, and be sure to give your body all the hydration it needs!



Out and about

With the weather getting hotter and the days getting longer, it's the perfect time to get outside. Even if you don't have lots of money or time, you can enjoy the outdoors AND keep fit.

WALKING

If you are not fit, walking is a simple way to begin exercising, for example by just taking 20 minutes to walk around in your neighbourhood. Make sure you have a good pair of shoes to avoid injuries, but you don't need to spend a fortune.

YOGA

Yoga is definitely an option for outdoors. When the weather is nice, there's no reason to be stuck indoors. Grab your yoga mat and find some peace and vitamin D. You could also do a search to see if anyone in your area teaches tai chi classes outside.

GARDENING

Growing a garden can be relaxing and fulfilling, and can even improve your nutrition! Not only can it be good exercise, but it can also give you a healthy dose of vitamin D from exposure to the sun. You'll

spend a little money on seeds or seedlings, and you'll need some soil to help you get started, but the initial investment isn't too big.

HIKING

If you don't want the exertion of running, but want the adventure of getting away from home, consider hiking. It can be as easy as finding a national park or scenic area and spending an hour exploring the trails. As always, the right shoes will make all the difference, but you can start with an affordable pair.

SWIMMING

Swimming is a wonderful cardiovascular exercise that also helps tones arms and legs, and it's very easy on the joints, so it's perfect for people who have muscle or joint problems. The weightlessness of the water helps them exercise pain-free.

Baby And Childhood Vaccination Schedule



AGE	VACCINATION
Birth	<ul style="list-style-type: none"> • Oral Polio and BCG
6 To 8 Weeks	<ul style="list-style-type: none"> • Diphtheria, Tetanus, Acellular Pertussis • Haemophilusinfluenzae type B and Inactivated Polio • Hepatitis B • Rotavirus • Pneumococcal Conjugated
0 - 12 Weeks	<ul style="list-style-type: none"> • Diphtheria, Tetanus, Acellular Pertussis • Haemophilusinfluenzae type B and Inactivated Polio • Hepatitis B • Rotavirus • Pneumococcal Conjugated
14 - 16 Weeks	<ul style="list-style-type: none"> • Diphtheria, Tetanus, Acellular Pertussis • Haemophilusinfluenzae type B and Inactivated Polio • Hepatitis B • Rotavirus • Pneumococcal Conjugated
9 Months	<ul style="list-style-type: none"> • Measles
12 Months	<ul style="list-style-type: none"> • Hepatitis A, Varicella (Chickenpox) • Pneumococcal Conjugated

AGE	VACCINATION
15 - 18 Months	<ul style="list-style-type: none"> • Measles, Mumps, Rubella
18 Months	<ul style="list-style-type: none"> • Diphtheria, Tetanus, Acellular Pertussis • Haemophilusinfluenzae type B and Inactivated Polio • Hepatitis A (booster)
6 Years	<ul style="list-style-type: none"> • Measles, Mumps, Rubella • Diphtheria, Tetanus • Acellular Pertussis and Inactivated Polio
12 Years	<ul style="list-style-type: none"> • Measles, Mumps, Rubella (if missed at 6 years) • Diphtheria, Tetanus, Acellular Pertussis and Inactivated Polio (if missed at 6 years)

For bookings and advice, please contact the
Dis-Chem Call Centre: 0861 117 427





Enjoy the sun, but...

Plan on soaking up the sun this summer? Before you do, consider the impact this may have on your skin. Exposing your skin to the sun's rays for a long period of time increases the risk of developing skin cancer.

To reduce the risk of developing skin cancer:

- Seek shade. Avoid being outdoors between 10am and 4pm if possible.
- Protect your skin by using long-sleeved tops or shirts, long pants and skirts, a hat with a wide brim and sunglasses. Remember that dark colours provide more protection than light colours.
- Use an approved sunscreen of SPF 30 or higher. Use about a palm-full. Use it liberally on the head, arms, neck and legs. Reapply sunscreen every two hours to maintain protection, more often if you swim or sweat. Sunscreen should be used every day.
- Use lip balm of SPF 20 or higher.
- Babies less than six months should be kept out of direct sunlight and protected with appropriate clothing.

Source: ER24

CONTACT DETAILS



Administrator	Platinum Plan, Traditional Plan, Savings Plan and Hospital Plan	Traditional Plus Plan
	Medscheme	ONECARE Health
General Enquiries	Tel: 0860 100 080 / 011 671 6833 Fax: 0860 111 784 / 011 758 7041 Faxed accounts: 0860 111 784 Scanned accounts: Current First-Time Claims (including refund claims) nedgroup.newclaims@medscheme.co.za All claims for services rendered outside the borders of RSA Email: foreign.hos@medscheme.co.za Benefit enquiries: nedgroup.enquiries@medscheme.co.za Membership enquiries: nedgroupregistry@medscheme.co.za	Tel: 0860 103 491 Fax: 021 673 1811 Faxed accounts: 021 673 1811 Claims/scanned accounts: nedgroupclaims@onecarehealth.co.za Benefit enquiries: nedgroup@onecarehealth.co.za
ER24	Tel: 084 124 or 0861NED911 (0861 633 911)	Tel: 084 124 or 0861NED911 (0861 633 911)
Hospital Benefit Management	Tel: 0860 100 080 Fax: 0860 21 22 23 or 021 466 1913 E-mail: nedgroup.authorisations@medscheme.co.za	Tel: 0860 102 183 Fax: 021 413 0512 Email: crc@onecarehealth.co.za
HIV and AIDS Management	Programme with Aid for AIDS Tel: 0860 100 646/021 466 1700 Fax: 0800 600 773 Email: afa@afadm.co.za Website: www.aidforaids.co.za Mobi: www.aidforaids.mobi SMS: (call me) 083 410 9078	Programme with CareWorks Tel: 0860 101 110 or 021 413 1606 Fax: 0860 105 147
Oncology Management Programme (for cancer patients)	Tel: 0860 100 572 Fax: 021 466 2303 E-mail: cancerinfo@medscheme.co.za	Tel: 0860 102 183 Fax: 021 413 0512 E-mail: crc@onecarehealth.co.za or oncology@onecarehealth.co.za
Chronic Medicine Authorisation (PMB and other Scheme-approved chronic conditions only)	ScriptPharm Risk Management Tel: 010 591 0150 (until 31 December 2015) Tel: 011 100 7557 (from 1 January 2016) Fax: 086 679 1579 E-mail: nedgroup@scriptpharm.co.za Web: www.scriptnet.co.za	Scriptpharm Risk Management Tel: 010 591 0150 (until 31 December 2015) Tel: 011 100 7557 (from 1 January 2016) Fax: 086 679 1579 E-mail: onecare@scriptpharm.co.za Web: www.scriptnet.co.za
PMB Treatment Plans	Tel: 0860 100 080 E-mail: nedgroupapmb@medscheme.co.za	Tel: 0860 102 183 Fax: 021 413 0512 Email: nedgroup@onecarehealth.co.za
Nedgroup Specialist Network	Tel: 0860 100 080	Tel: 0860 102 183
Website	www.medscheme.co.za	www.carecross.co.za
Self Help Facility	1. Dial 0860100 080 2. When the following menu is read out, choose option number 1, "For Benefits, Claims and Membership related enquiries please press 1". 3. You will then be prompted to enter your membership number, "Please enter your membership number followed by the # key". 4. The system will recognise your medical scheme membership number and offer you the appropriate menus.	
Nedgroup Fraud Hotline	0800 112 811	
Postal address	Nedgroup Medical Aid Scheme PO Box 74, Vereeniging, 1930	ONECARE Health, PO Box 44991, Claremont, 7735
Physical address	Nedgroup Medical Aid Scheme, 37 Conrad Road, Florida North, Rooдеpoort, 1709	Nedgroup Medical Aid Scheme, ONECARE Health 10 Mill Street, Newlands