



Administered by Discovery Health



It's the end of another year!

A message from the Principal Officer

We are celebrating another very successful year at Remedi. Remedi again experienced positive membership growth, ending the year with almost 9% more members. At the same time, we managed to keep the Scheme's reserve level above that prescribed by law to ensure peace of mind that Remedi remains financially sound and sustainable.

The good financial performance in the last couple of years allowed your Trustees to implement probably the lowest premium increases in the industry for 2013, thus sharing Remedi's successes with its members.

Your Board of Trustees always wants to help you. They manage the Scheme based on fairness to all members, affordability and, above all, financial stability. The Scheme's track record over the years proves their dedication and commitment and we strive to further improve our service to our members as well as our healthcare providers.

Early in 2013, Remedi will be commissioning a **telephonic member survey** across all benefit options, employer groups and membership profiles. This survey will be conducted by the Greenfields Institute of Business, who has recognised expertise in this field. If you are randomly selected and receive a phone call from Greenfields, I urge you to set aside **10 to 15 minutes** of your time to give us some honest feedback. We can use the feedback in our continuous efforts to improve the Scheme and align it with members' needs or expectations and the Remedi philosophy.

Not all our members will be able to enjoy the break they deserve during the holiday season. We salute those of you who are serving others in this time with critical rescue and safety services. But, if you are one of the lucky ones who will be relaxing with your families, we trust it will be a safe and pleasant time filled with happiness and joy.

Above all, we wish you good health in 2013!

Kobus du Plessis

Things to keep in mind during the holiday season

At the end of this year, you may be planning a well-deserved holiday. Apart from the packing and travelling, are you prepared for the unexpected? Here are a few tips on what to do when things go wrong.

Turn your back on sunburn!

Too much sun can cause wrinkles, liver spots or even skin cancer. To prevent this, stay out of the sun at peak times (usually between 10:00 and 15:00). Cover yourself. Hats, umbrellas and long-sleeved cotton shirts will help a lot. Use a sunscreen with an SPF of 45+ on all your exposed areas. Don't spend too much time in the sun. It will only damage your skin.

These lifesaving details may mean the difference between life and death. Keep it handy!

If you need a team of highly trained paramedics to help you, or if you were involved in a life-threatening traumatic incident like a car crash, call 084 124. We will send ER24 to come to your rescue.

Heatstroke

Heatstroke is dangerous. It happens when your body temperature rises far above normal. If you are exposed to a situation that is hot, humid and with no fresh air for a long time, it can cause heatstroke. In summer, it usually happens when you get too much sun and you don't drink enough water.

It is important to do the following to save someone suffering from heatstroke. Try to lower the body temperature by moving the person to a cool place in the shade and trying to cool him or her down. Remove outer clothing and do one of the following:

- Either cover him or her with wet sheets, which you can fan to increase cooling, or put the person in a cool bath while keeping an eye on them.
- Sponge the person with cool water. Focus on the armpits, neck and groin area.
- Monitor the person closely. If the body temperature begins to rise, repeat the cooling process.
- Get medical help.



Dinge om oor die vakansietyd in gedagte te hou

Aan die einde van hierdie jaar beplan u miskien 'n welverdiende vakansie. Is u voorbereid – behalwe vir die pakkery en die lang rit – op onverwagte teëspoed? Hier is 'n paar wenke wat u hopelik sal help om die regte ding te doen as iets skeefloop.

Gee sonbrand 'n koue skouer!

Te veel blootstelling aan die son kan plooië, lewervlekke en selfs velkanker veroorsaak. Voorkom dit deur gedurende spitsstye (gewoonlik tussen 10:00 en 15:00) uit die son weg te bly. Bedek u self. Hoede, sambrele en langmouhemde van katoen sal baie help. Gebruik 'n sonskermmiddel met 'n SPF-faktor van 45+ op ál u onbedekte liggaamsdele. Moenie te lank in die son lê nie. Dit sal u vel net beskadig.

Sonsteek

Sonsteek is gevaarlik. Dit gebeur wanneer u liggaamstemperatuur hoog bo die normale vlak styg. As u vir 'n lang ruk aan warm, bedompige omstandighede sonder vars lug blootgestel word, kan dit tot sonsteek lei. In die somer gebeur dit gewoonlik as u te veel son kry en te min water drink.

Dis belangrik dat u dié stappe neem om iemand te red wat aan sonsteek ly. Probeer die liggaamstemperatuur verlaag deur die persoon na 'n koel, skaduryke plek te skuif en te probeer afkoel. Verwyder die bo-klere en doen een van die volgende:

- Bedek die sonsteeklyer met nat lakens wat u kan koel waai of sit die lyer in 'n bad met koue water terwyl u 'n ogie oor hom of haar hou.
- Spons die persoon met koel water af. Fokus op die oksels, nek en liesarea.
- Monitor die persoon noukeurig. As die liggaamstemperatuur weer begin styg, moet u die afkoelproses herhaal.
- Kry mediese hulp.

Hierdie lewensbelangrike besonderhede kan die verskil tussen lewe en dood beteken. Hou dit byderhand!

Indien u 'n span hoogs opgeleide paramedici nodig het om u te help, of indien u in 'n lewensgevaarlike, traumatiese voorval soos 'n motorongeluk betrokke was, skakel 084 124. Ons sal ER24 dadelik stuur om u te kom help.



Dis die einde van nog 'n jaar!

'n Boodskap van u hoofbeampte

Remedi kan terugkyk op nog 'n baie suksesvolle jaar! In 2012 het ons lidmaatskap met 'n verdere ongeveer 9% gegroei. Terselfdertyd het Remedi daarin geslaag om reserwevlakke dit die bedrag wat deur wetgewing vereis word te hou om sodoende die Skema se langtermyn volhoubaarheid te verseker.

Die goeie finansiële prestasie die afgelope paar jaar het die trustees in staat gestel om in 2013 premieverhogings in te stel wat bes moontlik die laagste in die bedryf is en daardeur die Skema se sukses met lede te deel.

U Raad van Trustees dink voortdurend hoe hulle u kan help. Hul bestuur van die Skema is gebaseer op regverdigheid teenoor alle lede, bekostigbaarheid en, bo alles, finansiële stabiliteit. Die Skema se rekord oor die jare is 'n bewys van hulle toewyding en dit is ons strewe om die diens aan ons lede en diensverskaffers van gesondheidsdienste, verder te verbeter.

Vroeg in 2013 gaan Remedi 'n **telefoniese lidopname** van stapel stuur ten einde insette van lede van al drie Remedi Opsies, oor alle werkgewergroepe en verskillende lidmaatskap profiele te bekom. Hierdie opname sal deur die Greenfields Institute of Business uitgevoer word. Greenfields het bewese ervaring in hierdie veld. Ek wil elke lid, wat op 'n lukrake wyse gekies gaan word om aan die opname deel te neem, aanmoedig om **10 tot 15 minute** af te staan ten einde terugvoering aan die Trustees te gee. Die resultate van hierdie opname sal gebruik word om behoeftes of verwagtinge van lede en die Remedi-filosofie nader aan mekaar te bring.

Nie al ons lede sal in die vakansietyd die blaaskans wat hulle verdien kan neem nie. Ons se dankie aan dié lede wat in hierdie tyd kritieke reddings- en veiligheidsdienste sal voorsien. Maar as u een van die gelukkiges is wat saam met u familie gaan ontspan, hoop ons dit sal 'n veilige en aangename tyd wees, gevul met geluk en vreugde.

Bo alles wens ons u goeie gesondheid in 2013 toe!

Kobus du Plessis