



Diabetes Programme 2016

Who we are

Remedi Medical Aid Scheme (referred to as 'the Scheme'), registration number 1430, is a non-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as "the Administrator"), is a separate company who is registered as an authorised financial services provider (registration number 1997/013480/07), administers Remedi Medical Aid Scheme.

Contact us

You can call us on **0860 116 116** or visit www.yourremedi.co.za for more information.

Diabetes programme

This document tells you about the benefits offered by the Scheme's Diabetes Management Programme. In it you'll find important information about why we offer this programme to members with diabetes. You'll also find details about the Centre for Diabetes and Endocrinology (CDE) and the services they provide as well as information on how to join the programme.

Good diabetes management is essential to reduce complications

Diabetes mellitus (diabetes) is a chronic condition which, if left untreated, can result in serious complications like blindness, kidney failure and heart attacks. However, it is universally accepted that good control of diabetes will reduce the incidence of these complications.

Patients with diabetes need optimum medical care and education to not only improve their diabetic control, but also their overall state of health and quality of health.

The Scheme has contracted the services of the Centre for Diabetes and Endocrinology (CDE) to help members with diabetes. The Centre for Diabetes and Endocrinology offers a nationwide diabetes disease management programme. A specially trained multidisciplinary team ensures optimum care and essential education services are provided to our members with diabetes.

Members must be registered on the Chronic Illness Benefit for type 1 or type 2 diabetes. Please note that glucose intolerance, which is controlled by diet alone, will not qualify you for the Diabetes Management Programme.

What you need to do to stay on the diabetes programme

Diabetic complications must be detected and treated early to prevent long-term ill health and rising costs. It's very important that you give the Centre for Diabetes and Endocrinology the opportunity to educate you about your diabetes and to determine if it is under control.

To stay on the programme, you need to attend the minimum visits as described below. You may be disqualified from the programme if you fail to do so.

Once you are registered on the programme, you must consult your CDE branch for everything related to your diabetes.

You need to inform Discovery Health and your Centre for Diabetes branch of any admissions into hospital. For more information visit www.discovery.co.za

More about the Centre for Diabetes and Endocrinology

The Centre for Diabetes and Endocrinology is a holistic, multi-specialist diabetes centre in Houghton, Johannesburg. The centre manages diabetes using a team approach. The team includes diabetes specialists, diabetes educators, a dietitian, podiatrists, a clinical psychologist, and biokineticists (exercise specialists).

The centre trains healthcare professionals in the principles and practice of good diabetes care, and acts as the central office for a network of affiliated “centres for diabetes” with nationwide coverage. There are currently over 270 centres. These accredited centres are contracted to provide all the benefits of the Diabetes Management Programme – a full diabetes management package.

The benefits offered by the CDE diabetes programme

As a member with diabetes, it is essential that you are given the best medical care and that you receive comprehensive education about your condition to control it.

If you join the Diabetes Management Programme, you will receive the following benefits:

Doctor visits

You have access to a minimum of two full examinations a year by a doctor trained in diabetes. If clinically necessary, you will be able to see the doctor as often as required.

Diabetic foot care

You have access to foot advice and care and risk screening with a podiatrist once a year and more often if necessary.

Yearly eye examinations

You get screening for diabetic-related eye problems with an ophthalmologist (eye specialist).

Diabetes dietary advice

You get an initial consultation with a dietitian and thereafter a yearly follow-up consultation to discuss any new advances in the dietary management of diabetes. Additional visits to the dietitian can be arranged if clinically necessary.

Diabetes education and support

You have access to a full course in diabetes education, which involves at least two one-hour individual sessions with a diabetes educator, followed by eight one-hour group sessions. You will then be required to attend a one-hour session with the diabetes educator every six months. More sessions with the diabetes educator are available, if clinically necessary.

Laboratory screening

The centre will ensure you have regular laboratory tests to assess and monitor diabetes control, kidney function, and cholesterol according to international clinical guidelines.

Medicines and diabetes accessories

The programme covers a select list of medicines and accessories for your diabetes treatment.

Appropriate care for diabetes emergencies

The centre will ensure that you get to hospital when it is clinically indicated for any diabetes emergency. The centre will notify Discovery Health of this.

Access to a 24-hour telephonic hotline

Trained personnel are available to deal with your diabetes emergency. They will help you and direct the most appropriate action, thereby reducing unnecessary hospital admissions. You will receive the number from the diabetes centre on your first consultation.

How to join the programme

If you are registered on the Scheme's Chronic Illness Benefit for either type 1 or type 2 diabetes mellitus, you can join the Diabetes Management Programme.

To join, please call the Centre for Diabetes and Endocrinology on 011 712 6000. The CDE branch network is available on www.cdcentre.co.za

Complaints process

You may lodge a complaint or query with Remedi Medical Aid Scheme directly on 0860 116 116 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 Remedi Medical Aid Scheme internal disputes process.

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.com / www.medicalschemes.com