



# MEDIPOS 2023 ANNUAL GENERAL MEETING

MONDAY 31 JULY 2023 AT 09H00

Post Office   
**MEDIPOS** Medical Scheme  
Putting your wellbeing first

## NEWSFLASH

June 2023

## MEDIPOS MEDICAL SCHEME TAX CERTIFICATES 2022/2023

It's that time of year again! We have generated your MEDIPOS Medical Scheme tax certificates, which are now available on the website. They are easy to access through your member log-in portal on the Scheme website, and can be found in correspondence. All tax certificates were sent out on Monday 12 June 2023 via email, and by post, if we don't have an email address for you.



**MEDIPOS Contact Details – Our apologies, it seems we may have caused some confusion with our members and providers when we updated the Scheme address details. For all your queries, or requests for pre-authorisation please use the contact details listed below and one of our Client Service Consultants will be happy to assist you.**

## MEDIPOS 2023 ANNUAL GENERAL MEETING

MEDIPOS 2023 Annual General Meeting (AGM) will be held on Monday 31 July 2023 at 09H00. The 2023 AGM will be in-person and virtual via a live web stream. Further details on the venue, how to participate in the AGM and register will be sent out closer to the time along with your AGM pack

## STRESS RELIEF Make time for a good life



Defined, stress is your body's way of dealing with scary, dangerous or other intense situations. If you, or someone you know, are often stressed, here are some tips to help with stress relief.

### Stress Awareness

Stress is experienced all the time. From work, social situations, taking care of children or anything else.

Stress is a normal biological response that has three parts:

1. Perceiving the threat
2. Body responding to the threat
3. Removing the stress from our bodies. It is important to get to step number three. If we don't our stress builds and we become burnt out.

### 3 types of stress and their symptoms

#### Chronic stress

Extreme irritability. Faulty concentration. Low self-esteem. Frequent headaches. Loss of appetite. Feelings of helplessness or losing control. Insomnia.

#### Acute stress

Emotional apathy. Obliviousness to what goes on around you. An inability to remember the triggering event. Flashbacks. Avoidant behaviour. Anxiety and irritability. Scaring easily.

#### Episodic acute stress disorder

Irritability. Anger one cannot control. Increased heart rate. Panic attacks. Heartburn and stomach troubles. Muscular pain and tightness.

### How you can deal with stress

- Identify the positive.
- Seek information from community resources.
- Exercise, eat right and get enough sleep. Engage in healthy activities you enjoy.
- For couples: spend time together and don't take out your anger on each other.

### Stressbusting tips for parents

Many parts of our lives can be stressful, especially parenting. Look at these tips to help you manage stress.

- Keep laughing! Watch a favourite comedy film or catch up with a friend who always makes you laugh.
- Decide how much mess you can cope with – don't feel obligated to be 100 percent tidy all the time. The dust can wait a day or two.
- Take up a hobby as a family – this will enable you to have times together that are fun and memorable.
- Watch for early signs of stress – headaches, itching, exhaustion, stomach problems, or shouting at the children – these can be signs of stress. It's helpful to recognise these indicators before they escalate.

- Don't say 'yes' to everything – you don't have anything to prove. It's okay to say no sometimes. We all need a little breathing room.
- Make time for you – so something that fuels you: maybe this is a walk, time at the gym or a long bath and a bar of chocolate.
- Try to exercise regularly – if you struggle to find time to exercise, try to walk when you can. Going for a brief walk can help reduce stress levels and de-clutter your mind.
- Try not to deal with everything at once – break down big challenges into more manageable chunks – this will look different for everyone.
- Stay connected with family and friends – life can feel easier when we have people to lean on – that might be asking for practical help or having someone to talk to.

### MEDiPOS Benefit

MEDiPOS has a Psychiatry Management Programme (for mental health). The MEDiPOS psychiatry management programme is one of the managed care programmes that will enable us to work more closely with members and their doctors to ensure that you receive the quality of care you deserve. The objective is to assist in recognising the symptoms and signs of psychiatric conditions and how to manage them. Your treating doctor needs to submit an application form detailing the diagnosis and treatment. If you require hospitalisation as a result of a mental health condition, you should obtain pre-authorisation before being admitted to a treatment facility. Drug and alcohol dependency benefits - If you require hospitalisation as a result of a drug or alcohol dependency, you should obtain pre-authorisation before being admitted to a treatment facility.

## STAY CONNECTED

The most efficient and quickest way for the Scheme to contact members is via email or SMS. Some communication may still require the use of postage and courier services but the most efficient and effective method of communication is email or SMS. Please contact our Client Services Team to check and update your details. Tel: 0860 100 078 or Email: [enquiries@medipos.co.za](mailto:enquiries@medipos.co.za)

## MEDiPOS CONTACT DETAILS

#### CLIENT SERVICES TEAM AND HOSPITAL AND PRE-AUTHORISATION

Tel: 0860 100 078  
Email: [enquiries@medipos.co.za](mailto:enquiries@medipos.co.za)  
Email: [preauth@medipos.co.za](mailto:preauth@medipos.co.za)  
Website: [www.medipos.co.za](http://www.medipos.co.za)

#### REPORT FRAUD TO:

MEDiPOS Anti-fraud Hotline  
Tel: 0800 112 811 or SMS: 33490  
Email: [information@whistleblowing.co.za](mailto:information@whistleblowing.co.za)

#### ADDRESS FOR THE SUBMISSION OF CLAIMS

Email: [claims@medipos.co.za](mailto:claims@medipos.co.za)  
P.O. Box 921, Westville, 3629

#### SEND US YOUR SUGGESTIONS!

Please send us your suggestions on how you think the Scheme can improve its service delivery and benefits. Your suggestions may be emailed to: [fundmanagement@medipos.co.za](mailto:fundmanagement@medipos.co.za)

