

## Member Care Programme

The Member Care Programme (MCP) that is available to MEDiPOS Medical Scheme members is a voluntary outpatient programme, designed to coordinate the care of members with complex medical conditions. The programme aims to provide high-quality, planned, person-centered care and chronic condition management.

Through the MCP, we aim to improve the quality, continuity and efficiency of care by:

- Collaborating with relevant healthcare providers
- Helping you better understand how to manage your conditions.
- Assisting you in navigating your specific benefits.

## Treatment journey

An example of a patient's treatment plan may include:

- Review of the patient's needs and necessary healthcare treatment
- Information about medicine, disease control and applicable risk factors
- Assessment and recommendations around the functional needs of the patient
- Coaching the patient and/or their family on the appropriate support for their unique needs
- Sharing clinical information with all relevant treating healthcare providers

All treatment will be provided in the most appropriate setting following discussions with all relevant parties.

## Participation in the MCP is voluntary

To be part of the MCP, you need to provide us with verbal consent during the enrolment call. This consent provides cover for us to assist you on the Programme as well as to access and share your personal and medical information with your treating providers, where appropriate. By providing consent you agree to actively participate and follow the provisions of the Programme.

To help you make the most of the benefits offered on the MCP, a Clinical Care Specialist (nurse) will be assigned to you. There is no cost to join the Programme and your monthly premiums remain unaffected.

This Programme will be active for a duration of six months, after which you will automatically be deregistered. Should you need further assistance, an extension of enrolment may be reviewed upon receipt of an emailed request from you. You may opt to withdraw from the programme before the six-month period lapses (with no penalties) by sending an email with your request to [MCP@medipos.co.za](mailto:MCP@medipos.co.za)

## POPIA information

The consent has been explained to you in a language you understand and are comfortable with. You were given the chance to ask questions, and you feel that all your questions have been answered to your satisfaction. This consent will not affect routine benefits or the payment of unrelated accounts. As your conditions change, we may introduce other treatment options that are necessary to maintain ongoing wellness. To provide you with the best possible service, the Scheme may obtain information and results from treating providers, and hospitals.

We may need to share this information with the relevant healthcare providers to ensure ongoing appropriate care on the programme. Your information will always be kept confidential. You have the right to access this information, to request that it be rectified if any inaccuracies exist, and to withdraw your consent at any time. You can do so by emailing to [MCP@medipos.co.za](mailto:MCP@medipos.co.za).

MEDiPOS uses a third party situated outside the Republic of South Africa to provide certain data-processing services related to the Member Care Programme and the information is transferred to them using a secure method. This third party is subject to strict data protection laws, and we have made provision to ensure that your personal information is always kept confidential. We will not share your information for any other reason without your permission.

You understand the reasons for collecting and processing your personal and health information, and give permission for the Scheme to:

- View the hospital records for you or your dependants concerned
- Discuss the treatment for you or your dependants with the treating healthcare providers
- Suggest alternative care where appropriate, in connection with the individual care plan
- Obtain and process your personal and health-related information as described above
- Transfer the personal and health information for you or your dependants outside the borders of the Republic of South Africa.