

# NEW CURECLUB BENEFITS



**CURECLUB**  
MEMBERSHIP

Detailed description of the Medi-Drive service included in your CureClub membership.



## MEDI-DRIVE

### Service Description

After your recovery in Hospital, should you not have transportation, a Medi-Drive service will be arranged to conveniently collect you from the Medical Facility and safely transport you home.

### Service Benefits

The service is available to clients where the pick-up or drop-off point is within any of the following metropolitan areas and the total trip does not exceed 50km: Johannesburg, Pretoria, Cape Town, and Durban.

### Changing a Booking Time

The member must inform the service provider at least 60 minutes before the collection time of any changes.

### Pick-up and Drop-off Points

When a booking is made, a pick-up point will be agreed upon by the member. The pick-up point must be at a medical facility. At the specified time and location, the contact center will notify the member that the pick-up driver has arrived, at which time the member will have 15 minutes to meet the designated driver. If there is no response after 15 minutes, the contact center will notify the member that the pick-up driver will be leaving, and the trip will be canceled. If a member moves from the original medical facility booking location without notifying and confirming with the contact center, the service provider may not be able to successfully deliver the service. It is the responsibility of the member to notify the service provider within a reasonable time frame of their intention to change the location of pick-up.

### Cancellation of Booking

Any bookings canceled less than 60 minutes before the proposed collection time will be billed at the full rate and deducted from the member's total covered incidents.

### Benefit Limits

Service is limited to 6 incidents per calendar year or as per the benefits outlined within the agreement in line with the pricing model.

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## MEDI-DRIVE CONT.

### Terms and Conditions

A maximum distance of 50km is covered from the point of pick-up to the point of drop-off. In cases where the member wishes to travel further from this point and if capacity on the day allows it, the member will be charged accordingly, and payment terms will be facilitated by the designated service provider directly. The member should not pay any gratuity to the provider rendering the service. If the member is not entirely satisfied with the service, a call can be logged through the contact center. A full investigation will be conducted, and feedback will be provided to the member accordingly. The service provider does not take any liability in the event of injury, death, and health risks arising from the use of this service. Call-out and service times will be affected by riots, load shedding, traffic, and/or natural disasters.



Detailed description of the 24-Hour Crisis Line included in your CureClub membership.



### 24-HOUR CRISIS LINE

#### Service Description

The 24-hour crisis line service provides the necessary infrastructure for a member to have access to the Emergency Contact Centre via the Assistance Line. The service can be made available through mobile applications or web sites to patients/users in need of medical interventions.

#### Service Benefits

In emergencies, the crisis line staff manage the process of communication with individuals, organisations, and emergency service providers. The case manager performs a facilitating and monitoring role to ensure that the necessary assistance is provided to the member in need.

#### The crisis line is an emergency line for clients in cases of:

- Attack
- Hijack
- House breaking/Shop breakings
- Theft
- Fire
- Medical emergencies
- Monitoring callers' movements when requested.

The crisis line staff endeavor to contact neighbors and/or the member's contracted security service provider and/or the nearest police station, and/or nearest local emergency service assistance room and/or the nearest fire station, to notify them of the incident and facilitate assistance.

The case manager will endeavor to remain in contact with the member on an ongoing basis to obtain updates until the situation has stabilised. Information regarding the incident and call, such as medical and/or situational information, is also passed on to the applicable party assisting with the crisis.



Detailed description of the Virtual Healthcare Consultations included in your CureClub membership.



## VIRTUAL HEALTHCARE CONSULTATIONS

### Service Description

The Virtual Doctor solution enables you to connect with healthcare practitioners through a Telehealth platform. A consultation may result in a sick note, referral letter, or an e-script.

### The service aims to address the following problems experienced by the healthcare industry:

- Prohibitive cost and lack of access to services
- Travel and time constraints when seeking health services
- Lack of access to preventative and screening related services
- Long waiting times and stock outages
- Poor compliance to treatment programs
- Shortages of Health Care workers leading to decreased availability
- Infection risk of face-to-face consultations

### How it works

Member initiated consultations originate from within mobile applications or website via a switch or data interface:

- For any consultation that can be done virtually
- For renewal of chronic prescriptions where patient data is available to the General Practitioner
- For health advice

### Benefits to the patient

- Access to convenient care
- Convenience of services available as needed, in safe environments
- Co-ordination of care
- Affordability of services

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## VIRTUAL HEALTHCARE CONSULTATIONS CONT.

### Reporting Capabilities

The following will be reported on monthly to ensure appropriate monitoring of service utilisation and efficacy:

- The number of consultations
- Detailed TeleDoctor report, including:
  1. Type of consultation identified via ICD10 code
  2. Number of members that were referred and the reason for referral
  3. Number of prescriptions issued
  4. Number of sick notes issued.

### Terms and Conditions

- 2 consultations
- The service is available from 8:00 – 18:00 Monday to Friday and 08:00 – 13:00 on Saturdays.

# NEW CURECLUB BENEFITS



**CURECLUB**  
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Detailed description of the LegalEase service included in your CureClub membership.



## LEGALEASE

### Service Description

Benefit from our enhanced services and dedicated in-house Legal Team, ready to assist you with Free Legal Consultations tailored to your specific case, along with a Complimentary Will and Testament.

### Service Benefits:

#### Free Legal Consultations

- Access to our dedicated in-house Legal Team for personalised and comprehensive legal consultations.
- Receive expert guidance and advice tailored to your specific case, ensuring you have a clear understanding of your legal situation.

#### Complimentary Will and Testament

- Enjoy the peace of mind that comes with a complimentary Will and Testament, crafted to meet your individual needs.
- Our Legal Team will assist you in the preparation and documentation of your will, ensuring that your wishes are accurately reflected and legally sound.

# CORE CURECLUB VALUE BENEFITS



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Benefits included in your CureClub membership.



## CLAIM SUPPORT

### Service Description

Our dedicated Claim Support service is dedicated to navigating the complexities of medical claims so that our CureClub members can enjoy a seamless and stress-free experience. Designed to assist you throughout the entire claims process, this exclusive service is tailored to provide comprehensive claim support, ensuring that you receive the benefits you deserve.



## CHRONIC APPLICATION SUPPORT

### Service Description

With our exclusive Chronic Application Support service, CureClub members gain access to a dedicated suite of resources designed to streamline the submissions process of chronic applications. Customised to meet the unique needs of our members, this service is committed to providing extensive support throughout the application process.



## AUTHORISATION SUPPORT

### Service Description

Authorisation support caters to the individualised needs of our CureClub members. This service is unwaveringly committed to providing detailed and thorough support throughout every stage of the authorisation journey. This means that our dedicated CureClub team takes care of all the administrative tasks associated with submitting authorisation forms, so you do not have to worry about the paperwork.



## GENERAL ADMIN SUPPORT

### Service Description

CureClub's General Admin Support simplifies the complexities of general administrative tasks, streamlining the entire admin process. This allows you to concentrate on your priorities whilst we take care of administrative details, manage interactions with call centers, and adeptly connect the dots between various service providers.

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