

Diabetes programme 2019

Who we are

The Anglovaal Group Medical Scheme (referred to as 'the Scheme'), registration number 1571, is the medical scheme that you are a member of. This 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 and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

Overview

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 CDE 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 CDE 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 under the heading *The benefits offered by the CDE diabetes programme*. 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.avgms.co.za.

More about the CDE

The CDE 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 200 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 diabetic eye screening

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.

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 CDE on **011 053 4400** or email members@cdediabetes.co.za. The centre's list of branches is available on www.cdecentre.co.za.

Complaints process

You may lodge a complaint or query with Anglovaal Group Medical Scheme directly on **0860 100 693** or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Anglovaal Group Medical Scheme's internal disputes process. Members who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email complaints@medicalschemes.com. Customer Care Centre: **0861 123 267**/website www.medicalschemes.com.