

PLEASE TAKE NOTE OF THE FOLLOWING IMPORTANT POINTS:

HOSPITAL ADMISSION

- ▶ Ensure that you understand the reasons for your admission to hospital. Do not hesitate to approach your doctor about the procedure(s) you are to undergo.
- ▶ Make sure that you understand your benefits, e.g. how much of the doctor's fee you may be liable for if your doctor charges more than medical aid rates.
- ▶ You may not be admitted to hospital the night before a procedure is scheduled to take place, unless we are provided with an acceptable clinical motivation from your doctor.
- ▶ If possible, ensure that you are discharged from hospital before 12H00. Approximately R400 is added to your hospital account if you stay after midday.
- ▶ Leave all your valuables at home before being admitted to hospital.
- ▶ Following the initial pre-authorisation, should further clinical information be required to update the authorisation, this will need to be supplied by the hospital.

CT AND MRI SCANS

CT and MRI scans are costly radiology examinations performed to make specific diagnoses. Please note that to be eligible for these scans, the rules of most medical schemes require that the referring doctor be a specialist. The reasons for this rule are:

- ① The frequent inappropriate requests made.
- ② The high cost of these procedure(s).

DENTAL FILLINGS UNDER GENERAL ANAESTHETIC

Our policy for dental fillings under general anaesthetic is as follows:

- ▶ No fillings are to be applied in theatre unless the patient is younger than seven years.
- ▶ If there is a medical reason for general anaesthetic, we require a detailed letter of motivation from your dental surgeon.
- ▶ The dental advisor's findings are communicated to you or the doctor.

Please do not hesitate to contact Qualsa on the pre-authorisation telephone number reflected on your membership card if you have any queries.

REMEMBER:

It remains your responsibility to discuss costs with your doctor. If your doctor charges outside the agreed tariff, you will be liable for the difference.

Should you belong to a scheme that has a limited list of hospitals (Network), please ensure that you are aware of this list and that you investigate which hospitals you are allowed to make use of. Please be advised that should you be admitted to a non-network hospital, you may be liable for a co-payment/penalty.



WEBSITE www.qualsa.co.za

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A MEMBER OF METROPOLITAN HEALTH GROUP

HOSPITAL RISK MANAGEMENT

REFERENCE GUIDE



QUALSA
excellence you can trust

INTRODUCTION

Managed healthcare is a valuable service offered by your medical scheme.

The objective of managed healthcare is to curtail ever-increasing medical costs by managing your benefits in such a way that you receive the most appropriate and cost-effective care. Managing these costs will improve your scheme's reserve levels and keep your monthly contributions affordable.

HOSPITAL RISK MANAGEMENT

HELPING YOU GET THE BEST CARE

Qualsa is responsible for HOSPITAL RISK MANAGEMENT. Our team of doctors and registered nurses has been chosen by your scheme to ensure maximum healthcare from available resources by assisting you in making informed decisions; offering useful advice and by liaising with you and your healthcare providers.

Each individual in our team is an expert in his/her own specialised field. By rendering this specialised service, we are able to ensure that you and/or any member of your family are admitted to the appropriate facility at the correct fee.

In short, we will assist you in obtaining authorisation before being admitted to hospital or undergoing any other examinations specified by your scheme for pre-authorisation.

Please note that Qualsa must be contacted on the pre-authorisation telephone number reflected on your membership card to obtain authorisation prior to any of the following:

- ▶ Hospital admissions
- ▶ CT and MRI scans
- ▶ Specialised dentistry (for Polmed members only)

This brochure will provide you with details on obtaining the required pre-authorisation number.

HOW TO OBTAIN THE REQUIRED PRE-AUTHORISATION NUMBER

The pre-authorisation process is designed to be both quick and informative. Our operators are trained to assist you with your queries or concerns. The entire authorisation process can be finalised within five minutes.

THE STEPS ARE AS FOLLOWS:

