

telefocus

www.telemmed.co.za

SKIN CANCER

ARE YOU AT RISK?

Tamaties.
Vars of verwerk?

HIV - HOPE!

Me? Fat?

South Africa. The world's third fattest country.



Our members say...

Ek wil net graag TELEMED bedank vir hulle uitstekende diens en vaardighede, My man, C A F le Roux, was verlede jaar gediagnoseer met grootseel long kanker. Ons moes al die land plat ry met toetse , bestraling , chemo scans ens,. En nog elke keer wanneer ons magtigings nommer ens. nodig gehad het was daar nie probleme nie en die personeel was so hulpvaardig en sag met my, en daarvoor is ek baie dankbaar.

Dit is nie 'n maklikke ding waadeur ek en my man op die oomblik gaan nie, maar dankie weereens vir julle puik diens.

En n spesiaale dankie aan Lea Venter wat my baie in die begin leiding gegee het en gereeld belangstelling getoon het

H J Le roux

I just wanted to let you know that I happily received my goodies as promised. I can't begin to describe the excitement and joy that the blue bag has brought to my life. I simply cannot stop peeking into the bag and reading through the booklets I received. I am more informed about the ins and outs of my pregnancy and am ready to give birth to my first bundle of joy.

You have made me more proud of being a mommy-to-be than ever before and my partner is equally excited. The hamper inspired me to prepare in earnest as I have not bought anything yet for my little one. But now, you have given me a push to do so. You guys rock and keep up the good work.

Thank you Telebaby!

Gkomotso Moseitho
University Of Pretoria



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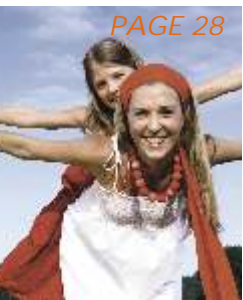
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HOOF UITVOERENDE BEAMPTTE



Moelik om te glo maar die eerste termyn van 2008 is reeds agter die rug. Die bestuur en personeel voel soms asof daar nie altyd genoeg ure in ons dae is om net die beste dienste en produkte aan ons lede te bied nie.

In 'n hoogs kompeterende industrie is ons trots daarop dat ons Skema se resultate op groei hoër is as die industrie gemiddeld. Ons besef ook goed wat die uitdagings vir die Skema is. As groeiende Skema is dit verseker 'n uitdaging om balans te vind tussen faktore soos voortdurende styging in die koste van verbeterde tegnologie, verhoogde hospitaalkostes en hoë eisers, en om die kostes in lyn te probeer hou met ons lede se finansiële behoeftes en algemene verwagtinge.

TeleMed se bekwame bestuur en personeel en 'n Skema met 'n geskiedenis van 85 jaar, dra werklik daagliks jul gesondheidsorg behoeftes op ons harte met 'n sterk fokus op die langtermyn lewensvatbaarheid van TeleMed. Ons advies aan ons lede ten opsigte van opsieplasing en verandering is gegrond op insig in jul gesondheidsbehoefte asook bekostigbaarheid van produkte. Lede op die regte opsies maak hierdie Skema oor die langtermyn meer stabiel wat weer tot voordeel van die lede en die Skema strek.

Graag wil ek van hierdie geleentheid gebruik maak om al ons lede, veral dié wat onlangs geraak is deur die veranderinge aan opsies, te bedank vir hul volgehoue ondersteuning asook ons personeel en Trustees vir hul harde werk tot nou. Ons sien uit na nog briljante resultate vir 2008!

Gesondheidsgroete
CAREL STADLER
HOOF UITVOERENDE BEAMPTTE

Uit die redakteur se pen...

'N Ruk gelede het ek 'n bisarre oproep ontvang van 'n vriend se pa wat wou hoor of ek nie dalk kan help nie.

My vriend was vroeër daardie middag in 'n motorongeluk en tot my verbasing en ontsteltenis het die ambulans hom dadelik na die naaste staats-hospitaal geneem aangesien hy nie Mediese dekking gehad het nie. Dit was vir my werklik moeilik om te glo aangesien ons maande vantevore ons onderskeie mediese skema voordele om 'n braaiuur vergelyk het.

Met 'n groot gesukkel het ek my vriend by 'n privaat hospitaal gekry, slegs om te verneem dat hy 'n deposito van R10 000 moet betaal vanweë sy beserings. Ons was dankbaar dat sy pa hierdie deposito op sy kredietkaart kon betaal, anders was die publieke hospitaal sy voorland. Nadat hy gestabiliseer is en amper sterk genoeg was om huiswaarts te keer het ek hom gevra oor sy mediese fonds.

Hy verduidelik dat hy vergeet het om privaat aan te sluit toe hy van werkgever verander het. Hierdie is slegs een van vele stories wat die hare op my kop laat rys en mens daarop attent maak dat klein foutjies in die lewe groot nagevolge kan hê.

Huidiglik is daar 47,9 miljoen Suid-Afrikaners in ons land, waarvan slegs 7,1 miljoen aan 'n mediese fonds behoort. Dis ongeveer 15% van ons land se populasie. Die res is oorgelewer om van publieke / staats-hospitale gebruik te maak. Dis geen geheim dat ons land se staats-hospitale oorgebruik en onderbefonds is.

Alhoewel die privaat sektor slegs 3 hospitaalgroepe beslaan (Netcare, LifeHealth en Medi-Clinic), is hierdie die enigste groeiende sektor. Die privaat sektor trek ook die meeste gesondheidswerkers (veral spesialiste), waar die publieke sektor meer begin fokus op akute en primêre gesondheidsorg.

Met gebeure en statistiek soos hierdie is ek werklik dankbaar dat ek steeds deel uitmaak van die minderheids-groep en dat ek in die bevoorregte posisie is om van privaat hospitalisasie en gesondheidsorg gebruik te kan maak. Ek sal twee keer dink voordat ek in die toekoms kla oor swak diens, want baie mense het nie eers die voorreg tot daardie tipe diens nie.

Sasja La Grange
Operasionele Bemakings Bestuurder



TeleMed contact details / kontakbesonderhede

TeleMed customer contact centre / kliënte kontaksentrum

- ☎ 0860 835 3633 (0860 TELEMED) / 0860 00 1717
- ✉ enquiries@telemed.co.za

Pre-authorisation for hospitalisation and medical services / Voorafmagtiging vir hospitalisasie en mediese dienste

- ☎ 0860 10 1272
- ☎ 0860 10 1273
- ✉ preauth@telemed.co.za

LifeSense HIV/AIDS disease management program / LifeSense MIV/VIGS siektebestuursprogram

- ☎ 0860 50 6080
- ☎ 011 447 4505
- ☎ 0860 80 4960

TeleMed Internet registration / registrasie

- ☎ 0860 835 3633 (0860 TELEMED) / 0860 00 1717
- ☎ 011 821 6794
- ✉ online@telemed.co.za

TeleMed fraudline / bedroglyn

- ☎ 0800 02 0800
- ✉ fraudline@telemed.co.za

Language policy

TeleFocus uses English and Afrikaans, as the primary languages, to communicate with its diverse readership.

Taalbeleid

TeleFocus gebruik Afrikaans en Engels as hooftale om te kommunikeer met sy diverse leserskap.

What is obesity?

Medical science has established ways to determine if you are overweight or obese and whether your health is at risk as a result of your weight. The buzz words at the moment are “Body Mass Index” and “Waist Circumference”.

BMI

Body Mass Index

Obesity is usually defined in terms of Body Mass Index (BMI). The BMI is calculated by using a person's weight in kilograms and dividing this by the height in m². This provides a guide for an appropriate weight vs height ratio.

Weight	Obesity class	BMI (kg/m ²)
Underweight		<= 18.5
Normal		18.5 – 24.9
Overweight		25.0 – 29.9
Mild obesity	I	30.0 – 34.9
Moderate obesity	II	35.0 – 39.9

Measuring your waist circumference

Not all fat is bad, but it is medically accepted that the fat in the abdominal area (often called “stomach fat”) can be a significant problem to one's health. The fatter you are in the abdominal area, the greater your risk of developing cardiovascular problems and diabetes.

You are at greater risk when the waist circumference exceeds 94cm in men and 80cm in women.

Note: Fat on the buttocks or thighs, does not appear to be a major health risk factor. This is probably good news to many women!

Taking correct measurements

Remember that you need to measure both your BMI and your waist circumference to ascertain if you are obese or within acceptable limits.

These measurements must be taken in the correct way, as described below:

Weight

Weight should ideally be measured on a scale placed on a firm, flat surface. You should be barefoot and remove any heavy clothing such as jackets, jerseys, etc. Do not hold onto a wall or any other support while being weighed – stand still and wait for the scale to stabilise before taking the reading.

Height

To measure your height accurately you should stand barefoot with your back against a wall, your feet together and your heels placed firmly on the ground and touching the wall. The legs and back should be straight and the back of the head must rest against the wall. Place a board, or something similar, horizontally on the top of your head at a right angle to the wall. Make a mark where the board or straight edge meets the wall. Use a tape measure to determine your height by anchoring it on the floor and extending it upwards to the mark on the wall. Alternatively, use a commercially available height chart.

Waist circumference

Heavy outer clothing and tight garments should be removed in order to gain an accurate measurement. To measure your waist circumference, place the tape measure in a horizontal plane around your abdomen at the level of your navel. Before reading the tape measure, ensure that the tape is

snug but does not compress or cut into your skin. The tape measure should be parallel to the floor. Take the measurement after you exhale.

Overweight or obese?

If either your BMI or your waist circumferences are above the normal values you need to do something about your weight. Consult your doctor or a dietician to discuss your weight and a suitable eating and exercise program.

Change is in your hands! Start and persevere – you owe it to yourself, your family and friends to become a healthier person by managing your weight.

Acknowledgement to Geraldine Bartlett (MPharm, FPS), Director: Medicine Management – Managed Healthcare Systems (MHS) Pty Ltd. Contracted Pharmacy Benefit Management – TeleMed Medical Scheme. For more information on TeleMed contact +27 86 000 1717 or e-mail marketing@telemed.co.za.

The fatter you are in the abdominal area, the greater your risk of developing cardiovascular problems and diabetes.

South Africa.
The world's third
fattest country.

Me? FAT?

Obesity has become a major health concern both in developed and developing countries and is threatening to become a global epidemic.

The overall prevalence of obesity in South Africa is estimated to be 39%, making South Africa the third highest globally in terms of obesity prevalence. It is estimated that 56% of women and 29% of men are overweight.



Sunburn, whether mild or serious, may result in irreversible skin damage.

Fun in the Sun

UV rays activate vitamin D, kill certain germs and boost our morale, but over-exposure irreparably damages the skin.

The effects of over-exposure to sunlight include sunburn, thickening of the skin's upper layers, wrinkles or other signs of premature aging and cancer.

There are two types of ultraviolet radiation – UVA and UVB. Ultraviolet radiation is beamed down through the atmosphere onto the earth's surface. The skin's natural shields would probably suffice ... if we spent our lives indoors. Sun protection is simply a way of placing barriers between the sunlight and our skin.





Choosing the right sunscreen

We are spoilt for choice when it comes to selecting a sunscreen, so choose a product with:

- a broad spectrum formula – one that filters UVAs and UVB's
- a protective formula with a Sun Protection Formula (SPF) of 15 or higher
- a water resistant formula

SPF 10...20...40

Skin Protection Factor or SPF indicates the level of protection a product affords against sunburn. The numbers or factors make it easier for people to select a sunscreen best suited to their complexions and conditions of exposure.

A SPF of 10 or under is low, between 10 and 20 is medium, between 20 and 40 is high (and recommended for those with a fair skin and children) and over 40 is high. Use sunscreen for protection - not as a means to stay in the sun for longer!

Sunburn, whether mild or serious, may result in irreversible skin damage. This damage is exacerbated by repeated exposure to the sun. The importance of applying a sunblock cannot be over-emphasised as you are most likely to get sunburned while doing something passive such as watching sport, reading a book or driving.



Sunscreen facts

- Gels and sprays are the best – but you need to continually re-apply as sunscreens only offer protection for up to two hours!
- Focus on the nose, ears, scalp and lips as these areas are easily ignored when it comes to sun protection and are highly susceptible to cancer
- Choose an SPF 15 as the minimum protection
- Cloudy days produce some magnificent sun burns – so wear a sunscreen at all times!

Protect those you care for...

Sun damage in childhood is one of the most important causes of skin cancer in adults. Not only is a child's skin more vulnerable to damage by the sun's rays, but on average by age 18, we have already clocked up 80% of a lifetime's sun exposure. Severe

sunburn in childhood increases the risk of later developing malignant melanoma, the most dangerous type of skin cancer. Less dangerous forms of skin cancer occur as a result of long term and regular exposure to the sun.

People who are overexposed to the sun by working or playing outdoors, vacationing at the beach, or who soak up the sun on weekends will invariably develop wrinkled, freckled, dry skin and may eventually develop skin cancer.

A tan is the body's defence against sun damage. A dark tan means a more effective defence. But if you have to work on your tan, or simply burn, you do not have a strong defence against skin cancer. We now know that sunscreens do not completely protect you from getting melanoma if you use them to stay in the sun for long periods.



Children whose skins do not easily and quickly darken should avoid excess sun. Follow these tips to protect those you care for:



Stay out of the sun between 11 am and 3 pm - this is the most dangerous time of the day. Make every effort to schedule outdoor activities to avoid this period



Make maximum use of shade – stay in shaded areas when outdoors and wear hats, sunglasses and sunblock



Wear the most protective clothing when outdoors.



Cover exposed skin with moderately strong sunscreen of at least SPF 20, containing both UVA and UVB screens. Parts of the body that need extra protection are the nose, cheeks, shoulders and feet



Babies are not born with a developed skin protection system and burn very easily. There are SPF40 products especially formulated for ultra-sensitive skin that are water resistant as well as fragrance and alcohol free. Remember that prams and strollers are usually equipped with hoods to protect baby from the harsh effects of the sun.



Beating skin cancer

Exposure to the sun may result in one of three types of skin cancer; basal cell carcinoma (the most common form), squamous cell carcinoma and melanoma.

The key to beating skin cancer is regularly self-examination to detect any unusual lumps or lesions. Do not put off visiting a dermatologist if you have reason for concern. Watch out for..

- A new mole that looks abnormal
- Change in the size, shape, texture or colour of an existing mole
- A sore that does not heal

Article supplied by TeleMed Medical Scheme - www.telemed.co.za

The key to beating skin cancer is regular self-examination to detect any unusual lumps or lesions. Do not put off visiting a dermatologist if you have reason for concern.

We all expect and deserve pleasant customer service experiences. TeleMed has increased the efficiency of its escalation process so that it can resolve your enquiry within 24 hours. If, however, you are not completely satisfied with the service you are receiving, please follow the procedure outlined below to escalate your enquiry or complaint.



TELEMED ESCALATION PROCEDURE

- If you believe that your problem is not receiving the attention it deserves, ask to speak to an agent in our Complaints Department. Remember to quote your reference number as this will assist in tracking your initial enquiry. Please bear in mind that often, because of the nature and complexity of the complaint, the Complaints Department will need time to investigate the matter. They will contact you with a solution to your problem as soon as possible.
- If the answer is not what you were expecting, you may escalate your complaint or enquiry to the Client Service Manager. Once again, your reference number is very important as it helps TeleMed staff to recall the particulars of your enquiry and previous contact.
- If you remain dissatisfied with the outcome, the Client Service Manager will provide you with the contact details of the Operations Manager. The Operations Manager will investigate your complaint, analyse all action taken by TeleMed personnel to resolve your grievance and advise you accordingly.
- If after giving TeleMed the opportunity to resolve your complaint, you wish to further

pursue the issue, the Operations Manager will promptly supply you with the contact details of TeleMed's Chief Executive Officer.

What is a complaint?

It is an expression of dissatisfaction with service rendered. Service can be defined as the manner in which TeleMed or a contracted third party service provider interacts with a member of the Scheme.

Complaints generally pertain to one of the following:

- Benefit and Scheme Rules
- Claims processing and payment
- Lack of or poor service by the Scheme
- Lack of or poor service by third party administrators

You may lodge a complaint by:

- Phoning 011 821 6601
- Visiting the website on www.telemed.co.za
- Sending an email to complaints@telemed.co.za
- Writing a letter, or
- Faxing the complaint to 011 821 6795



Hope



HOPE FOR PEOPLE LIVING WITH HIV

HIV/AIDS was, until fairly recently, viewed as an inevitable death sentence by the majority of South Africans.

However, current antiretroviral treatments show that HIV/AIDS is a manageable condition like any other chronic illness.

LifeSense Disease Management has successfully implemented management interventions to suit the profiles and pockets of all clients and work with partners like TeleMed Medical Scheme.

LifeSense Disease Management's managing director André van Bassen says, "HIV/AIDS need not be a death sentence. It is a chronic, manageable disease, like diabetes, asthma or hypertension".

LifeSense Disease Management, the largest independent HIV disease management specialist in the country, focuses on managing people living with HIV/AIDS. The reason for this exclusive focus is that people living with HIV/AIDS require more intensive management and ardent attention from professional staff than those living with any other chronic disease.

LifeSense Disease Management's staff members are all qualified doctors and nurses with a specific interest in the disease. Its dedicated staff members are totally committed and passionate about treating, supporting and educating people living with HIV/AIDS to ensure that they remain productive members of society.

Through an innovative and recognised series of long-term suppressive antiretroviral treatments

provided by TeleMed Medical Scheme, LifeSense Disease Management can substantially reduce the HIV-positive patient's hospital incarceration, workplace absenteeism and significantly increase the patient's projected life span. Furthermore, the programme ensures that costs to medical schemes and employers are kept at affordable levels. Working from a database of over 780 000 patients across Southern Africa, LifeSense endeavours to minimise the dramatic and far-reaching consequences of HIV and ensure that practical and cost effective solutions are made available to clients.

For more information please contact LifeSense on 0860 50 60 80 or visit www.lifesense.co.za

“HIV/AIDS need not be a death sentence. It is a chronic, manageable disease, like diabetes, asthma or hypertension”



The South African constitution gives every person the right to privacy and dignity. In the context of HIV/AIDS, this means that an individual has the right and is entitled to have his or her HIV status kept confidential.

Confidentiality

Confidentiality means keeping personal information about an employee from others unless the employee has consented to the disclosure. Disclosure occurs when employees voluntarily declare their HIV status either to a limited number of people or the entire workforce.

Protecting workplace confidentiality

Current recommendations regarding confidentiality in relation to HIV/AIDS in the workplace are:

- Written consent must be obtained before informing anyone of an employee's HIV status
- Anonymous discussions about an employee's status are permitted
- Anonymous record keeping - HIV status must be encoded if required
- Access to personnel files must be strictly limited to protect confidentiality
- Internal healthcare workers should not disclose anyone's HIV status to management
- Medical aid/insurance information must be kept confidential by the insurance company and no one's HIV status should be revealed to the human resources department of a company
- Grievance procedures and hearings regarding HIV/AIDS issues should be private and all parties to the procedures should sign confidentiality agreements



An employee is under no obligation to disclose his or her HIV status to an employer or to any other employee.

Openness and disclosure

The Code of Good Practice is one of the most important guidelines for managing HIV/AIDS in the workplace and protects the confidentiality of an employee's HIV status. This means that an employee is under no obligation to disclose his or her HIV status to an employer or to any other employee.

According to the Code of Good Practice, if an employee chooses to disclose his or her HIV status, (for example, to an HR manager, a supervisor or an occupational health worker), the information may not be divulged without the written consent of the employee.

Mechanisms should exist within the workplace that fosters openness, acceptance and support for employers and employees who make known their HIV status. The Code recommends the following:

- Encourage people openly living with HIV or AIDS to conduct or participate in education, prevention and awareness programmes
- Encourage the development of support groups for employees living with HIV or AIDS
- Ensure that people who are open about their HIV or AIDS status are not unfairly discriminated against or stigmatised

Managers should bear in mind that everyone has a right to dignity and privacy. Resist discussing a colleague's personal or professional details with another employee, even if done empathetically.



Dealing with HIV / AIDS disclosure

The process of disclosing a HIV positive status by an employee may be as traumatic for the manager as it is for the employee. Sooner or later, every manager will face a colleague who wishes to disclose his or her HIV status.. This is a critical "moment of truth". There are a number of psychological, legal, personal and strategic issues to consider so that the interaction is meaningful and effective.

Disclosure on the increase:

Outcomes of a successful HIV/AIDS workplace programme include decreasing the stigma and prejudice surrounding HIV/AIDS, as well as an increasing willingness among HIV positive staff members to disclose their HIV status. While these are desirable outcomes, they are not without their challenges. Here's what you can do...

- 1** Ensure privacy
If you are within earshot of other staff members, or in a place where you may be interrupted, move to a more private venue.
- 2** Establish trust
It is important that you establish a trust relationship between yourself and the employee. Building this trust will involve ensuring that the individual understands that you appreciate the bravery behind the disclosure, you are genuinely sympathetic, no discrimination exists, and he or she is assured of continued confidentiality.
- 3** Explore the purpose of the disclosure.
You need to understand why the employee chose to disclose her or his HIV status at this particular stage. Are there specific needs or expectations you should address?
- 4** Provide assurance of confidentiality and non-discrimination.
The employee's right to confidentiality is protected by law. Even if your sole intention, as a manager, is to help the employee, you are prohibited from disclosing his/her HIV status to a third party, including the company's HR department or employee well-being officers, without the express consent of the employee.
- 5** Provide information about company policy.
Company policy changes from time to time, so ensure that you are au fait with the provisions of the current HIV/AIDS policy. Discuss the company's responsibilities towards an HIV-infected employee, as well as the infected employee's responsibilities. Make sure the employee is familiar with the company's performance appraisal
- 6** Address any questions and concerns.
Give the employee the opportunity to raise any questions and concerns he/she may have regarding the implementation of the company's HIV/AIDS related policy.
- 7** Provide information about available HIV/AIDS related services
Inform the employee about any counselling or medical services available through the company. If the company does not offer any of these services, make sure that you are able to refer the employee to external service providers - private or community-based. Discuss the company's approach to disability insurance and early retirement benefits.
- 8** Encourage disclosure to appropriate staff members
Explain the various HR and employee well-being roles and responsibilities within the company and refer the employee to the relevant people he/she may have to deal with in order to access HIV/AIDS related benefits. Encourage the employee to disclose his/her HIV status to these individuals so that they can assist him/her appropriately. If you are requested by the employee to disclose his/her HIV status on his/her behalf, make sure that you obtain a signed consent from him/her.

9 Plan the way forward
Explore the way forward. What impact will time off for doctor visits have on his/her job performance? How can the impact be minimised? Will the nature of his/her job - physical requirements, hours, as well as overtime requirements - affect the employee's well-being once he/she starts to develop symptoms? How will days off due to illness affect his/her ability to perform his/her duties? Can adjustments be made to accommodate this? How will the impact on colleagues be managed?

10 Follow an open door policy
Make sure that the employee understands that he/she can approach you for assistance at any time. If your position does not allow this, refer

her/him to an appropriate individual in the company. Make sure that a relationship with this person has been established before withdrawing. Remember, you are not expected to provide in-depth counselling. As a manager, your primary responsibility should be to firstly honour the position of trust the employee has placed you in, then to provide assurance that there will be no discrimination and lastly to direct the employee to the appropriate channels within the company. The more employees are willing to disclose their HIV positive status, the more effectively HIV/AIDS can be managed. Whether they do it or not, depends on how disclosures are managed and to what degree the company stays true to its HIV/AIDS policy.

HIV - AIDS BENEFIT



Who has access to the HIV/AIDS benefit?

- Every member living with HIV
- Members who are accidentally exposed to possibly contaminated bodily fluids
- HIV-positive members who are pregnant

To obtain benefits relating to HIV/AIDS
You are required to register with LifeSense Disease Management (LDM)* to be enrolled in the confidential management program. Call 0860 50 60 80.

Registering on the program

- Contact LifeSense at 0860 50 60 80 for an application form.
- You can consult any doctor of your choice for the initial examination. Your doctor will complete the application form with you and forward the form and your latest blood test results to LDM for capture and audit
- Based on the above information and the result of the blood test, the drug treatment plan will be approved by LDM's medical advisor.
- Your doctor will be contacted and notified what medication options are available, taking into consideration the stage of disease and allotted benefit.
- Medipost Courier Pharmacy, the designated service provider, will dispense the medicine and it will be delivered to the address you have supplied.

Compliance with the treatment plan

Medication is designed to interact with the virus on three different levels - it is almost like caging the virus. If you miss a dose, the levels of the medication

in your blood drop and will weaken the fence, allowing the virus either to escape, or even worse, mutate to a point where the medication is no longer effective. That is why taking the pills as prescribed and not missing a dose is so important.


Once I need to start treatment, are there tools to help me stay compliant?

- Yes! There are a number of tools you can use to help you remember your doses. For some people, a schedule pasted on their refrigerator reminds them to take their medicine, or you may opt to use a digital watch with multiple alarm alerts or alternatively, program a reminder into your cell phone.
- It also helps to recruit family and friends to help you remember. Encourage the people around you to ask, "Did you take your medicine today?" "Let's face it - moral support is important!"
- If you're having problems adhering to your medicine program, tell your doctor and contact LDM immediately. You don't need to call your doctor every time you forget to take a dose, but if you have skipped more than a few doses a week for several weeks, you need to discuss it with your doctor and with your case manager at LDM.
- Lastly and most importantly, ask questions if you are uncertain about something. Your case manager at LifeSense is available to assist and support you with all your questions and queries so do not hesitate to call 0860 50 60 80.

REMINDER

* Members on the Platinum, Gold and Silver Options must register with LifeSense on 0860 50 60 80 *
Members on the Bronze Option must contact PrimeCure directly on 0861 665 665 (press 7).

FLU



Article from NHS Direct (www.nhsdirect.nhs.uk.com)

Winter has arrived and it's time to wrap up warm to protect yourself against the dreaded cold and flu

As the nights begin to draw in, there seems to be a definite chill in the air. Winter has arrived and it's time to wrap up warm to protect yourself against the dreaded cold and flu (influenza).

Colds and flu occur all year round, but seem to be most common in the winter months. No-one is quite sure why, but it may be because many people spend more time indoors, with closer contact between other people and are getting less fresh air.

Unsurprisingly, colds are the most common upper respiratory illness in the UK. Both colds and flu are caused by viruses, which are highly contagious. They spread when people who are infected sneeze or cough, sending tiny droplets of infected saliva into the air. The main symptoms of a cold are: sneezing, a sore throat, and a blocked or runny nose. You may also have a high temperature, feel tired, or have regular headaches.

Home care

If you're a fit and healthy person, a cold or flu is unlikely to be serious, or cause you any complications. It will disappear without treatment, but there are plenty of over-the-counter medicines you can use to help relieve your symptoms.

Decongestants such as pseudoephedrine can be taken for congested nasal passages and sinuses (stuffy nose).

Anti-histamine tablets and nasal sprays, also used to treat allergies, are an alternative treatment, but can make you feel drowsy.

Coughs and sore throats can be relieved with cough medicines and lozenges.

You can also use antiseptic or local anaesthetic throat sprays, which will help soothe sore throats and ease pain. Antibiotics can only be prescribed by your GP, but don't often work on the majority of coughs and sore throats.

If you are taking over-the-counter medicines, it is important to check with your pharmacist (chemist) that they will not interact with other medicines you are currently taking. In particular, always check the packaging and enclosed patient information leaflet to make sure you don't take more than the recommended dose.

Self help

You can also take care of yourself by:

- Drinking plenty of non-alcoholic fluids, such as water or fruit juice. Also, avoid drinking alcohol while taking medicines containing paracetamol.
- Wrapping up and keep warm - layers are the best way to keep warm outdoors.

- Taking paracetamol to relieve any pain - aspirin and ibuprofen can also be used but are more likely to cause stomach upset. (Aspirin should not be given to children under the age of 16.)

Wearing layers is the best way to keep warm outdoors. Usually it's only necessary to see your GP if:

- you have a cough that lasts more than three weeks,
- you begin to experience a shortness of breath,
- you develop chest pains, or
- you already have a chest condition.

Flu

Flu carries an increased risk of complications and serious illness for older people (aged 65 and over), and people with long-term medical conditions. Having the flu is more severe than a when you have a cold, and symptoms often develop more quickly. The symptoms of the flu include:

- a fever that comes on quickly
- severe aches and pains,
- exhaustion, and
- having difficulty sleeping.


While recovery from the common cold usually occurs within a week, the severe stage of flu usually lasts 3 - 5 days. It can then be followed by up to three weeks of post-viral fatigue (tiredness). If your symptoms persist for longer than a week or become very severe, see your GP. Older people and those with long-term medical conditions may need medical attention earlier.

Reduce your risk

To reduce your risk of getting a cold or flu, here are some useful tips:

- Wash your hands regularly - the tiny droplets sneezed or coughed out by someone with a cold or flu can be passed on through hands and other surfaces.
- Don't touch your eyes, nose or mouth, as the infection can spread particularly easy through these areas.
- Dispose of any used tissues immediately - never leave dirty handkerchiefs lying around.
- Cover your mouth when you cough or sneeze if you have the virus.
- Avoid close contact with anyone who has cold or flu symptoms.

The severe stage of flu usually lasts 3 - 5 days but can then be followed by up to three weeks of post-viral fatigue.



Gedink vars is die beste?
Dink weer.

Tamaties

Ingemaakte tamaties kan meer voedsaam wees as varses omdat dit gepluk word wanneer dit ryp en rooi is en op so 'n manier geprosesseer word wat help om al die heilsaamheid te behou. Wetenskaplikes het ook bevind dat verpakte, hitte-geprosesseerde tamatie produkte, soos byvoorbeeld tamatiesous, ses keer meer likopeen bevat as dieselfde hoeveelheid vars tamaties.

Dit is omdat die hitte die tamatiesel wande afbreek gedurende die proses en sodoende word die likopeen beter deur die verteringstelsel geabsorbeer. Dit is belangrik om kennis te neem dat likopeen vetoplosbaar is wat dit makliker maak om saam met vet te eet – voeg 'n bietjie olyfolie, kaas, laevet jogurt of vleis by jou geliefde tamatiedis ten einde die volle voordeel van die likopeen te kan benut.

'n Paar maklike maniere om jou daaglikse dosis tamaties in te kry:

- Eet Italiaans: Maak 'n bottel tamatiesous oop en giet oor jou gunsteling pasta. Jy kan ook jou eie pastasous maak deur fyngemaakte tamaties en 'n klein bietjie olyfolie by tamatiepasta te voeg.
- Tamatierissie: Maak 'n vinnige soutrissiegereg soos volg – voeg 'n blik tamaties by gekapte geel en groen vleisrissies, vars wortels en uie. Sprinkel koljander en soet paprika na smaak oor.
- Tamatie-Vleisbrood: Meng 'n klein blikkie tamatiesous saam met die ander bestanddele van die vleisbrood vir ekstra geur.
- Tamatiesop: Wanneer jy sop kies – onthou tamatie!

HET JY GEWEET?

Tamaties is 'n ryk bron van essensiële antioksidante, vitamene A en C asook likopeen, wat bydra tot die voorkoming van kanker en ander siektetoestande.



CANSA SHAVATHON 2008

TeleMed Staff show that they care!

TeleMed staff once again showed that they care by collecting R2520 towards the CANSA foundation.

TeleMed staff have also volunteered their personal time to lend a helping hand at Eastgate and East Rand Mall shopping centres in Johannesburg and Boksburg where they have shown their "professional skill" at shaving and colouring hair!

TeleMed is proud to be associated with an institution such as the CANSA Shavathon and support this organisation's positive outlook towards people who struggle with cancer every day.

Our staff is always willing to go the extra mile and we believe that the more we can support institutions such as these, the more we can give hope to people fighting cancer.

Cancer is such a scary word,
no matter how it's spoken.
And together we must fight this!

It's an enemy from within us,
striking oh so randomly.
Tomorrow it could be you or me,
so together we must fight this!

Research is the magic word,
it's what we want to see.
Nothing less than a cancer cure,
would mean so much to me.
So together we must fight this!

It'll take support from everyone,
to really see this through.
So peace of mind for all of us,
can start off fresh and new.
And together we must win!

// INTRODUCING:



TeleVita Lifestyle Mall

The 1st of March saw the introduction of a brand new TeleVita, TeleMed's wellness and rewards program. The new TeleVita comprises TeleVita Rewards, a free* benefit to TeleMed members, TeleVita CashBooster and TeleVita TeleBaby.

TeleVita Rewards sports two industry firsts: The TeleVita Card and The TeleVita Lifestyle Mall.



The TeleVita card is NOT a bank card.

No pin codes, no credit checks and no nasty surprises!

The TeleVita Card works much like a modern retail voucher card. Whenever you make a deposit on the card you will receive added value of up to 15%! For instance, if you deposit R1000 on your card to use at Edgars, you will receive an additional R150 to spend!

The most convenient and simplest way of finding out what discounts you get, which partners you can get discounts / value-add from is by logging on to the new TeleVita Lifestyle Mall.

//Home

Visit the brand-new TeleVita website at www.televita.co.za and discover the new features of the program, complete with step-by-step instructions on how to use your TeleVita Card, how to upgrade to TeleVita CashBooster, a list of participating retail partners, the features of TeleVita TeleBaby and many more!

//TeleVita Lifestyle Mall

The TeleVita Lifestyle Mall gives you the ultimate online shopping experience without leaving the comfort of your home or office. At TeleVita Lifestyle Mall, you will be spoilt for choice with a fantastic range of over 200 great brands!

Although the entire TeleVita benefit offering is available via our call centre, 0860 TELEMED, registering on the TeleVita Lifestyle Mall opens up a world of benefits at the click of a button.



The new TeleVita website



The new TeleVita Lifestyle Mall homepage

How to register on the TeleVita Lifestyle Mall:



1



1. Visit www.televita.co.za
2. Click on the "TeleVita Rewards" button
3. Click on the "Sign me up!" button under the sub navigation to the left of the page.

2 / 3



4. Complete the fields in full and click on the "Submit" button when done.
5. Within 24 hours you will receive a confirmation e-mail with your username and password. Please keep this e-mail in a safe place in case you forget your password.

4



Remember to keep your username and password in a safe place!

How to use the TeleVita Lifestyle Mall:



1



Once you have successfully registered on the TeleVita Lifestyle mall simply go back to www.televita.co.za and follow the following steps to log-in.

1. Click on "TeleVita Rewards"
2. Click on "TeleVita Lifestyle Mall"
3. Use the username and password on your confirmation e-mail to log in.

2 / 3



Inside the Lifestyle Mall

Once you've logged in, use the navigation on the right-hand side of the page to visit the different departments within the mall.



The Retail department lists all the partners where you can use your TeleVita Card to get instant value-add! It also explains step-by-step what you need to do to top-up your card.



SPECIAL
OFFER

 WeightWatchers® is offering TeleVita members:

- an 8 week membership discounted from R350 to R315 (incl. of registration) - a **10% saving of R35.**
- a 12 week membership discounted from R450 to R405 (incl. of registration) - a **10% saving of R45.**

FOOD IS LIFE.

...at  WeightWatchers®
you CAN have your
cake & eat it!



National Membership Enquiries: 0861 113 225

info@weightwatchers.co.za www.weightwatchers.co.za

Ons eerste TeleBaba!

TeleVita TeleBaby swangerskapprogram sit 'n glimlag op die gesigte van toekomstige TeleMed mammas!

TeleVita verstaan dat swangerskap en die geboorte van jou baba 'n baie spesiale gebeurtenis is en ons voel bevoorreg om deel te wees daarvan.

Daarom ondersteun ons jou deur jou inligting te bied asook geskenke om die nuweling te verwelkom!

Na sy bekendstelling in Desember 2007 is ons trots om te bevestig dat die TeleVita TeleBaby program reeds ons eerste TeleBaba in ons sorg het!

Die TeleBaby span het persoonlik 'n baie opgewonde Mev. Van Buuren verras met 'n byderwetse baba-waentjie.

Vir meer inligting oor TeleVita TeleBaby besoek gerus ons webwerf op www.televita.co.za.



Things to do in your car while travelling

1 – 2 years

Road trips need not be the dire experiences they're made out to be. A little imagination and careful planning will ensure that your little one is seldom, or never, bored.

A comfortable, SABS-approved car seat, particularly on a long journey, is essential. Littlies often doze off when travelling. The regular motion of the car brings on an inevitable drowsiness that induces sleep for a prolonged period. A good quality car seat is indispensable in aiding the process.

During your journey, try stopping frequently along the road as it provides a distraction and relieves boredom.

Stock a cardboard box with safe, soft toys such as finger puppets, books and paper with crayons and magnetic drawing pads. Avoid potentially dangerous objects such as marbles, pencils or metal.

Be sure to include some favourite toys, story books, stuffed animals, musical toys or anything else that captivates the imagination. Wrap a few of these as surprises and dispense them along the way to ease the boredom. If junior is fond of listening to special kiddie's tapes or CDs, bring them along too.

Wet wipes, a small refuse bag, change of clothes and tissues are also essential.

Food is probably the greatest antidote to boredom. Carry an adequate supply of drinks and snacks, but go for water or fruit juice with no sugar so your little isn't strung out from the sugar and wriggling constantly.

Sandwiches, rice cakes, carrot sticks and fruit are healthy and mess-free.

If you travel frequently, consider purchasing a car seat travel tray. Your little one is effectively trapped in the car seat between stops and the smooth, solid top surface will enable junior to do many things not normally possible – including an easier mealtime.

The trays are designed to easily keep cups secure and have deep holders for crayons and markers. It will also make your journey much more pleasant if you're able to plan your trips around meal and sleep times.



*To register for
TeleVita TeleBaby
call 0860 TELEMED
today!*



R87
per family
per month

Amazing monthly Cash Backs for TeleMed members

TeleVita CashBooster powered by CashReturns is a unique customer lifestyle rebate benefit that gives you Cash Back every month on services that are already part of your life.

Services such as cell phone contracts, car & household insurance, internet access, finance, shopping ... and many more for only R87 per family per month

Below is an example of the wonderful cash back opportunities for a new CashBooster member

- Mrs. Smith currently has the following unavoidable monthly expenses:

Cellphone Contract	R 1 000.00
Motor Insurance	R 700.00
Household Insurance	R 150.00
3G Mobile Internet Access	R 500.00

- Mrs. Smith switches from her current service providers to the TeleVita CashBooster*

partnered Service Providers and earns the following Cash Backs per month:

Cellphone Contract (15% back)	R 150.00
Motor Insurance (12.5% back)	R 87.50
Household Insurance (20% back)	R 30.00
3G Mobile Internet Access (15% back)	R 75.00

THEREFORE HER TOTAL CASHBACKS PER MONTH = R 342.50

AND HER ANNUAL CASH BACK INCOME = R4110.00

Deduct the annual subscription fee of the TeleVita CashBooster Program:
R4 110.00 - (R87 monthly premium X 12months)
= R3 066.00 additional income per Year!

To sign up for this amazing membership call 0860 TELEMED now or visit the TeleVita website at www.televita.co.za!



084 124

For
**FAST,
EFFICIENT,
PROFESSIONAL,
PRE-HOSPITAL**
service...



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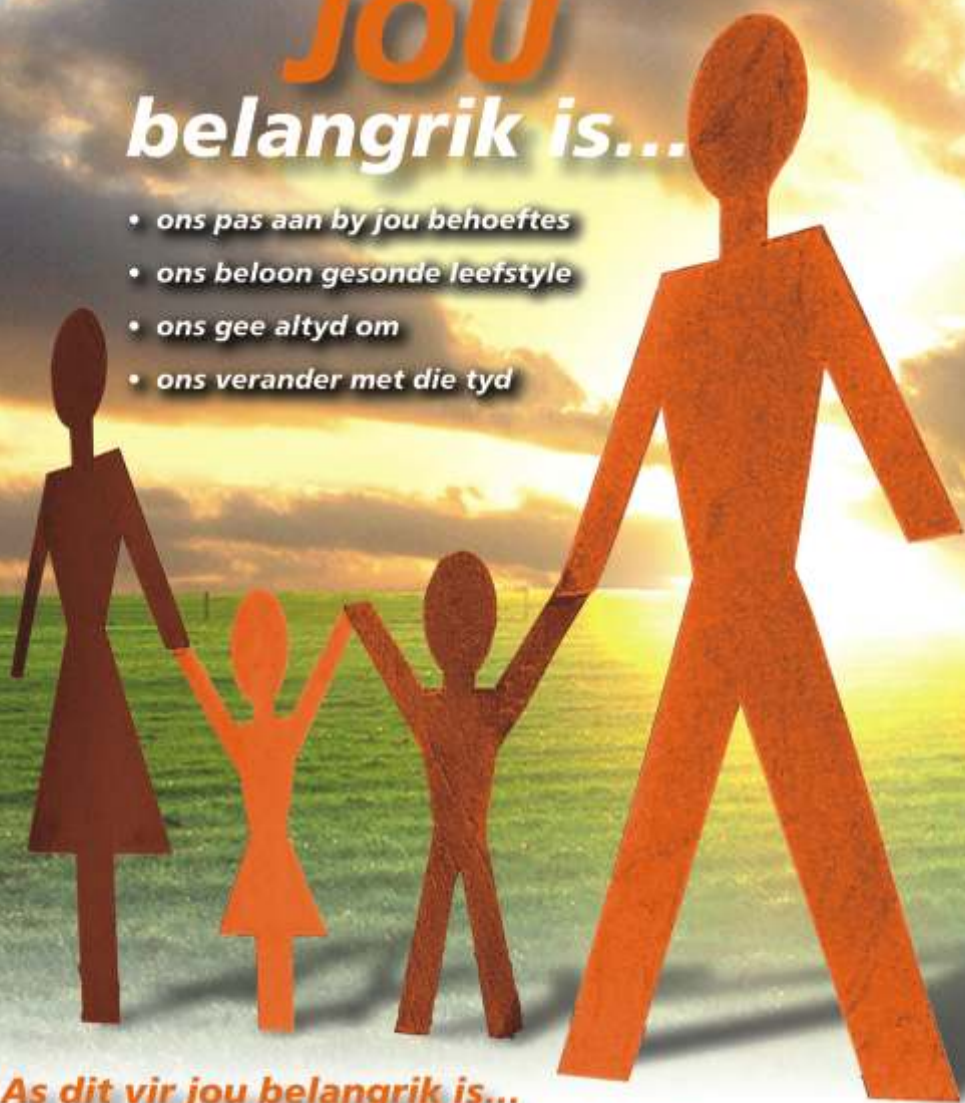


Visit the ER24 Website
www.er24.co.za

For more information
info@er24.co.za

Ons weet wat vir **JOU** belangrik is...

- ons pas aan by jou behoeftes
- ons beloon gesonde leefstyle
- ons gee altyd om
- ons verander met die tyd



**As dit vir jou belangrik is...
kontak TeleMed Mediese Skema**

☎ **0860 00 1717**

www.telemed.co.za
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TeleMed
rewarding wellness