

issue 5 2023

# Update



**PLATINUM  
HEALTH**

**PLATINUM HEALTH:** Tel: 087 463 0660 | [www.platinumhealth.co.za](http://www.platinumhealth.co.za)

**CASE MANAGEMENT AND CLIENT LIAISON:** Tel: 014 590 1700 or 080 000 6942 | Fax: 086 591 4598

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## Health Calendar



### DECEMBER 2023

Prevention of Injuries Month

SunSmart Skin Cancer Awareness

Month (1 December to 31 January)

- 1 World AIDS Day
- 3 International Day of Persons with Disabilities

### JANUARY 2024

Skin Health Awareness Month

- 4 World Braille Day
- 29 World Leprosy Day

# MESSAGE FROM THE PRINCIPAL OFFICER'S DESK

The year 2023 is coming to an end and it is also the year South Africa experienced the unity brought about by sport, when the whole nation rallied behind the Springboks as they won the Rugby World Cup Championship for a record-breaking fourth time!

The Festive Season is upon us and it's that wonderful time of the year where many of us will be travelling to share this special time with family and friends.

It is also the time where the roads are busy, so it is important that we all travel safely. Therefore, I would like to urge members to follow the safe travelling tips we feature in this publication on pages 12 and 13.

Another important factor is to always keep your membership card on hand as your membership card is your gateway to proper and appropriate care. Especially important is to save the Platinum Health medical emergency number (082 800 8727) on your cell phone under "ICE" – in case of emergency.

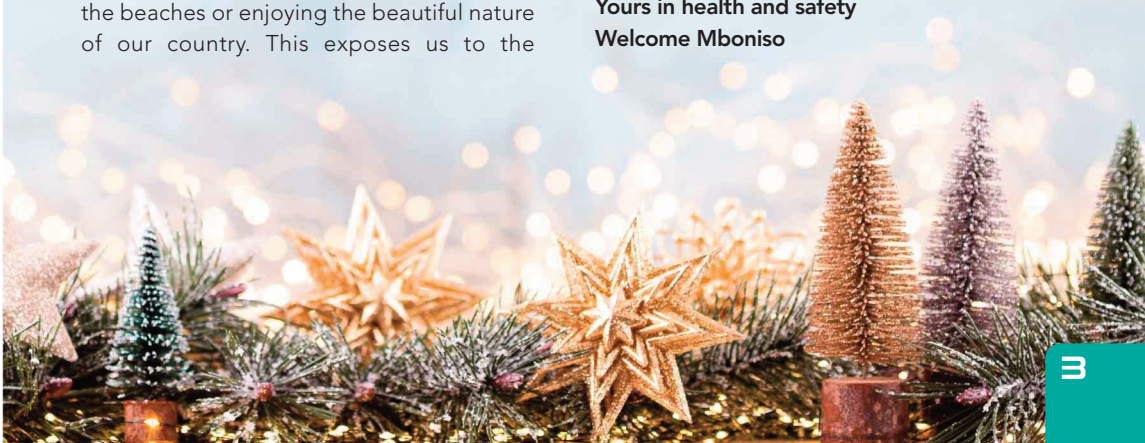
Many of us may be spending long hours on the beaches or enjoying the beautiful nature of our country. This exposes us to the



dangers of the ultraviolet rays and therefore I advise members to take precautionary steps by protecting yourselves from the sun – read more about protective measures on page 16 and 17.

Last, but certainly not least, I want to thank all PHMS members for their loyalty and support during 2023 and wish everyone a Merry Christmas and a Prosperous New Year

**Yours in health and safety  
Welcome Mboniso**





# PLATINUM HEALTH SUPPORTS U=U

Platinum Health (PH) is committed to the Joint United Nations Programme on HIV/AIDS (UNAIDS) aimed at accelerating the fight against HIV and ending the AIDS epidemic by 2030.

**One of the top-line pathways towards meeting this goal includes the 95-95-95 treatment target:**

- 95% of people living with HIV knowing their HIV status;
- 95% of people who know their status on treatment; and
- 95% of people on treatment with suppressed viral loads.

Taking ownership in this shared responsibility, PH has been driving the Undetectable = Untransmittable (U=U) campaign which has contributed significantly towards identifying those members who need help, eradicating stigma and reducing the rate of new infections.

U=U is based on scientific evidence from clinical trials and cohort studies. Someone with an undetectable HIV viral load who is compliant on HIV treatment (ART) cannot transmit HIV, even without the use of condoms or pre-exposure prophylaxis (PrEP).

The overall goal and the objectives of the U=U campaign is to reduce HIV transmission by promoting treatment adherence and decreasing the loss of patients at follow-up, as well as increasing viral load suppression.

To create awareness, PH held U=U campaigns at Impala Bafokeng, Modikwa Platinum and Amandelbult respectively. Let's take a look...

## U=U campaign held at Amandelbult Hospital on 25 October 2023



U=U campaign held at Modikwa Platinum on 27 October 2023



U = U campaign held at Impala Bafokeng, Styldrift Shaft on 3 November 2023



# Need to consult a GP or get a prescription filled whilst on holiday?

PlatComprehensive and PlatCap members may make use of any GP whilst on holiday, unless there is a Platinum Health facility or DSP GP nearby, in which case members are obliged to use such GP. PlatFreedom members may make use of any GP whilst on holiday.

To find a DSP closest to you, visit the Platinum Health website ([www.platinumhealth.co.za](http://www.platinumhealth.co.za)). Click on "Find a DSP" and the DSP search tool will find DSPs closest to you.



**PlatComprehensive** and **PlatCap** members who are on holiday and not close to a DSP pharmacy, can have their acute medicine script filled at Clicks or Dischem or any other pharmacy. **PlatFreedom** members may utilise any pharmacy of choice. Ask your pharmacist about generic equivalents on the PHMS formulary to avoid co-payments.

**Important to note:** Members who take chronic medication should remember to take it with whilst on holiday.





# What should be in your first-aid kit?

Every household and vehicle should have a well-stocked first aid kit. No one can predict when an emergency arises, and you need to be prepared for every eventuality. Pack all your supplies in something light, durable, and childproof. While the first aid kit should be easily accessible, make sure that it is out of reach of children as it may contain items that could be harmful.

## Check your supplies regularly and replace anything that has expired or depleted.

- Antihistamine cream to soothe allergies, stings or bites.
- Antiseptic lotion to clean wounds.
- A range of adhesive dressings or plasters, including Hydrogel dressings for burns.
- Bandages in various sizes and shapes.
- Cotton balls and cotton-tipped swabs.
- Disposable mouth-to-mouth device for resuscitation.
- Eyewash (sterile).
- Gauze pads in various sizes to stop bleeding and cover wounds.
- Gloves (latex or nitrile).
- List of emergency phone numbers saved on your mobile phones.
- Nail clippers.
- Paracetamol syrup, plus a measuring spoon and syringe.
- Pen light or flashlight with extra batteries.
- Petroleum jelly.
- Plastic bags for the disposal of potentially contaminated material.
- Rehydration powder for diarrhea.
- Safety pins in different sizes.
- Scissors
- Soap
- Thermometer (and don't forget to check the batteries).
- Tourniquets
- Tweezers, a pair of sharp scissors and some safety pins.
- Two disposable cold packs

If you are going to take your kit on holiday, include extra prescription medicines and anything else holiday-specific, such as malaria medication and after sun lotion. Make sure that you use these medications as indicated by a medical professional. Include a record of your family members' medical information so that you can find it easily in an emergency, even if you are far from home. Type up your family's information on a card, laminate it and keep it close on hand, such as in the cubbyhole of your car. Be sure to include a list of medicine (both prescription and over-the-counter) that each family member takes.



# IF YOU'RE IN A LIFE-THREATENING MEDICAL EMERGENCY

In the unfortunate event that you are in a life-threatening medical emergency, you should go to, or be taken to the nearest hospital or emergency room.

Once stabilised, the patient has the option to be transferred to a designated service provider (DSP) hospital for 100% hospital cover (applicable to PlatComprehensive and PlatCap members). PlatFreedom members may be transferred to their hospital of choice.

If possible, handle all emergencies through Platinum Health Case Management, by calling the medical emergency number, **082 800 8727**, as they are available 24 hours a day, seven days a week to receive emergency calls.

We also recommend that you and your family members **save the medical emergency number, 082 800 8727, under "ICE" (in case of emergency) as well as the Europ Assistance Emergency Medical Response (EMS) number (0861 746 548) on your mobile phone.** As is the case with all hospital admissions, authorisation is required. However, in the case of life-threatening emergencies, authorisation can be obtained within 24 hours or on the first working day after hospital admission.

## Always carry your membership card with you

Your membership card is your gateway to appropriate care so make sure you always have it with you.

In the unfortunate event of a car accident emergency personnel are trained to look for a membership card or check for an ICE number on your mobile if there is no visible proof of medical cover. If they do not find proof of membership the patient is transported to the nearest hospital and you are likely to be transported to a public medical facility. Should they find proof of membership, the patient will be transported to a private hospital.





# WHO TO CALL IN CASE OF AN EMERGENCY

In the unfortunate event that you do require emergency medical assistance or transport, the following steps should be taken to ensure prompt support:

STEP

1

**CALL** Europ Assistance

**0861 746 548**

2

Give your Platinum Health membership number to the Europ Assistance Operator.



3

Trained paramedics will assess the situation and dispatch the most appropriate medical emergency transportation to you.



4

A push notification link is sent to you (the member) via SMS and once activated, your geolocation will be recorded on the Europ Assistance system.



5

You can view the geolocation of the ambulance on your mobile phone.



6

Europ Assistance's specialist team will be with you every step of the way!



 **europ  
assistance**  
*you live we care*

# How to prevent Heat-related illnesses

The arrival of summer signals long, hot days outside. But as temperatures and humidity go up, so does the risk of heat-related illnesses. To help ensure a safe, healthy summer, make sure you know how to prevent, recognise, and treat heat-related illnesses.

## What is heat-related illnesses?

The human body can usually regulate its temperature when it gets too hot, by using several strategies to cool down, including sweating. However, if a person spends too much time in the heat without taking in enough fluids, the body's cooling processes can't work properly. When the body becomes dehydrated, it can no longer cool itself by sweating. When this happens, body temperature can rise high enough to make the person sick.

The first symptoms of heat illness occur as the body temperature climbs above normal, and can include headache, nausea, vomiting, muscle cramps and fatigue. These early symptoms sometimes are called heat exhaustion. If steps are not taken to reduce body temperature, heat exhaustion can worsen and become heat stroke.

## What is heat stroke?

Heat stroke is a serious, potentially life-threatening form of heat illness. The body temperature rises to above 40°C and you develop neurological changes, such as mental confusion or unconsciousness. At these high temperatures, body proteins and the membranes around the cells in the body, especially in the brain, begin to be destroyed or malfunction. The extreme heat can affect internal organs, causing breakdown of the heart muscle cells and blood vessels, damage to internal organs, and even death.



## You can help yourself and others avoid experiencing the heat disorders by following these safety rules.

- Drink a lot of fluids during vigorous or outdoor activities (including sunbathing), especially on hot days. Drinks of choice include water and sports drinks; avoid alcohol and fluids with caffeine, such as tea, coffee, and cola, as these can lead to dehydration.
- Schedule activities or sports for cooler times of the day and take rest periods in shady or cool areas.
- Wear hats and sunglasses, use an umbrella and sunscreen of at least SPF (sun protection factor) 30 or higher.
- Don't leave your children in parked cars even if the windows are open.
- Teach children to take frequent drink breaks and "wet down" or mist them with a spray bottle to avoid becoming overheated.
- Try to spend as much time indoors as possible, on hot and humid days.
- If your child has a medical condition or is taking medicine; consult your doctor for further advice on preventing heat-related illnesses.

### Symptoms and first aid for heat-related illnesses

Heat-related illnesses	Symptoms	First aid
<b>Sunburn</b>	Skin redness and pain, swelling, blisters, fever, and headaches.	<ul style="list-style-type: none"> <li>• Take a shower, using soap, to remove oils that may block pores, preventing the body from cooling naturally.</li> <li>• If blisters occur, apply dry, sterile dressings, and get medical attention.</li> <li>• Use after-sun creams to soothe the skin.</li> </ul>
<b>Heat cramps</b> <i>Mildest form of heat illness</i>	Painful spasms usually in the leg and abdominal muscles. Heavy sweating, flushed and moist skin.	<ul style="list-style-type: none"> <li>• Move to a cool place and rest. Do not continue to participate in the activity.</li> <li>• Remove excess clothing and place cool cloths on skin, fan skin.</li> <li>• Give cool sports drinks containing salt and sugar.</li> <li>• Stretch cramped muscles slowly and gently.</li> </ul>
<b>Heat exhaustion</b> <i>More severe than heat cramps</i>	Muscle cramps, pale and moist skin, fever over 34°C, nausea and vomiting, diarrhea, headache, fatigue, weakness, anxiety, and faint feeling.	<ul style="list-style-type: none"> <li>• Move to a cool place and rest.</li> <li>• Remove excess clothing and place cool cloths on skin, fan skin.</li> <li>• Give cool sports drinks containing salt and sugar.</li> <li>• If no improvement or unable to take fluids, take the patient to the emergency rooms immediately, as intravenous (IV) fluids may be needed.</li> </ul>
<b>Heat stroke</b> (Sun stroke) <i>Most severe form of heat illness</i>	High body temperature (40°C+), warm and dry skin, rapid heart rate, loss of appetite, nausea and vomiting, headache, confusion, agitation, seizure, coma and even death is possible.	<ul style="list-style-type: none"> <li>• Heat stroke is a life-threatening medical emergency and needs to be treated by a doctor.</li> <li>• Move to a cool place and rest.</li> <li>• Remove excess clothing and drench skin with cool water, fan skin.</li> <li>• Place ice bags on the armpits and groin areas.</li> <li>• If patient is alert, offer cool fluids to drink.</li> </ul>



# Travel safety tips over the holidays

Many Platinum Health members may be traveling over the holidays and therefore we provide the following travel safety tips to reach your destination safely:

- Have a good rest before you start your journey.
- Make sure that your vehicle is roadworthy before you leave, specifically check the wear and pressure of your tyres.
- Carry your driver's license and Platinum Health membership card with you.
- Ensure that everyone in your vehicle wears a seatbelt and that children are strapped into the correct car seats or booster seats.
- Never drink and drive.
- Turn on your headlights so that you're visible.
- Don't talk on cell phones or text while driving.
- Stick to the speed limit.
- Always obey road and traffic regulations.
- Be aware of pedestrians and animals on the roads.
- Check your blind spot constantly and don't drive in anyone else's blind spot.
- Don't run out of fuel. Plan your refueling stops.
- Plan rest stops along the way. You need to take safety breaks every two hours or 200km. If you do during your trip to use a bathroom, fill up your petrol tank, or get something to eat, do your best to avoid other people by leaving extra space in line. Make sure to wash your hands after touching anything in public or use hand sanitiser when hand washing isn't possible. Packing your own food is the safest way to eat when traveling.

**The biggest gift you can give to your family, is to arrive alive!**





# Tips for driving in rainy conditions

When weather conditions are rainy, it's important to be extra careful on roads, as rain and wet roads often create extra challenges such as flooding and poor visibility at times. Be hyper vigilant, as motor oil and previous spills make the roads slippery and potholes or other dangers in the road ahead cannot easily be spotted in time.

By following a few road safety tips you'll help ensure that you'll get safely to your destination.

- Drive slowly to avoid losing control on wet surfaces.
- Avoid braking, accelerating, or turning suddenly, as it may cause your car to skid.
- Maintain a safe distance from the vehicle in front of you (six seconds) so that you can brake timeously if necessary.
- If your steering feels light due to aquaplaning, ease off the accelerator and slow down gradually.
- Never drive through fast-moving water as your vehicle could be swept away.
- Never attempt to cross low water bridges

when the small pillars on the sides are not visible.

- If you're caught in a flash flood, try to find an alternative route because these happen quickly, are powerful and often carry lots of unseen debris. Remember, it takes only 30 cm of water to float most cars. If your car is already surrounded by water, get out carefully and seek higher ground.
- Never drive in water where power lines have fallen down as there may be an electric current.
- Take extra care when overtaking another vehicle, as oncoming vehicles may not have their headlights on.

## SAFETY TIPS / FLOODING

<b>Live in a low-lying area?</b> Sudden floods might affect you. Monitor the rising water levels and evacuate to a safer place or higher spot.	<b>Do not cross through flooded roads or bridges</b> – use other routes.
<b>Avoid crossing low-lying bridges, streams and rivers.</b>	<b>Never try to walk, swim or drive in swift-flowing water.</b> Even if water is 15cm deep, it can sweep you off your feet.
<b>Motorists must be very careful</b> and avoid driving through flooded areas.	<b>Drive and park at safer areas.</b>
<b>Monitor weather alerts</b> on radio and television.	<b>Teach your children</b> about the dangers of floods
<b>Do not try to drive over a low-lying bridge</b> if water is flowing strongly across it and the ground is not visible.	<b>Keep your cell phone in close proximity</b> to you and have emergency numbers at hand.
<b>Be especially vigilant at night.</b> It is harder to recognise potentially deadly road hazards.	<b>Do not camp or park your car along rivers or washes</b> especially during heavy rains or thunderstorms.
<b>If you are on foot,</b> be aware that low-moving water can be dangerous during flood conditions, do not walk into it.	<b>Avoid contact with flood waters,</b> as it may be contaminated with raw sewage, oil or other dangerous substances, and may also be charged with electricity.

# Remember to take your chronic medication with whilst on holiday

Platinum Health (PH) members who have been diagnosed with a chronic medical condition and are taking chronic medication, are reminded to take their chronic medication with whilst on holiday.

If you are a first-time chronic medication user, or if you need to order follow-up medication, please take note of the steps below on how to order chronic medication. PlatComprehensive and PlatCap members are obliged to obtain their

chronic medication from Platinum Health's Chronic Medication Department. PlatFreedom members may either utilise Platinum Health's Chronic Medication Department or their Pharmacy of Choice to obtain chronic medication.

<b>PLATINUM HEALTH PHARMACY</b> <i>Applicable to PlatComprehensive and PlatCap members</i>	<b>PHARMACY OF CHOICE</b> <i>Applicable to PlatFreedom members</i>
<ul style="list-style-type: none"><li>• Register for chronic medication approval if you are a first-time chronic medication user by requesting your doctor to complete a chronic medication form.</li><li>• The Chronic Medication forms are available from the Client Liaison Officers on site during scheduled visits; or it can be downloaded from the Platinum Health website (<a href="http://www.platinumhealth.co.za">www.platinumhealth.co.za</a>)</li></ul> <p><b>Please note a separate application form is required for each family member who requires chronic medication.</b></p> <ul style="list-style-type: none"><li>• Both the chronic medicine forms (application and delivery), along with supporting documentation and a six-month prescription has to be forwarded to the Chronic Medication Department: Tel no: 014 590 1700 Email: <a href="mailto:ZZGPlatinumHealthChronicMedication@platinumhealth.co.za">ZZGPlatinumHealthChronicMedication@platinumhealth.co.za</a> Fax: 086 577 0274</li></ul>	<ul style="list-style-type: none"><li>• Upon receiving the completed Chronic Illness Benefit Application form, authorisation will be loaded on the system and the Pharmacy of Choice will be able to supply the medication to the member and submit the claim for payment to the scheme.</li></ul> <p><b>Please note:</b></p> <ul style="list-style-type: none"><li>• Members have to arrange collection/delivery of medication with their Pharmacy of Choice.</li><li>• Members have to place follow-up prescriptions with their Pharmacy of Choice.</li></ul>





# Teach your children to be SAFE IN AND AROUND WATER

Playing in the pool, the ocean, and even the bathtub can be good fun and exercise for a child. But did you know that a child can drown in only four centimeters of water? Hundreds of children drown each year, so practicing good water safety is critical.

## Three important things YOU can do to keep your child safe are:

- Teach children to swim as young as possible, including survival skills such as floating and treading water.
- Always supervise your child in the water – even if your child knows how to swim.
- If you have a pool, use multiple barriers to keep your child away from the pool when you're not around. A four-sided fence is an ideal barrier.
- If possible, learn CPR.

Water safety is about a person's behaviour in and around the water, therefore teaching your children to be cautious around water is essential. You can accomplish this by sharing the water safety tips outlined below but putting them into practice will cement these concepts and ensure you have prepared your child to swim safely.

## NEVER SWIM ALONE

Swimming should only happen when you are around to supervise or if a lifeguard is on duty. Lifeguards don't just watch the people in the pool or ocean. Their job is also to watch the water and advise swimmers on any safety concerns and questionable conditions that might arise. They are also trained to respond quickly when something happens.

## DON'T PLAY BREATHHOLDING GAMES

While swimming, children shouldn't hold their breath for a long time, as this can cause drowning and has several other severe risks.

## ALWAYS WEAR A LIFE JACKET

Young children or inexperienced swimmers should always wear a life jacket around water. There are a variety of products on the market

claiming to help children stay afloat, such as water wings, floaties, pool noodles, etc., but these are not a substitute for life preservers or lifesaving devices in a genuine emergency.

## STAY AWAY FROM POOL DRAINS

Children's hair, bathing suits and even limbs have become stuck in broken or faulty drains, which can lead to drowning or serious injury. Teach children to stay away from these areas in pools, especially if a drain is missing a cover or appears otherwise broken.

## STAY WITHIN DESIGNATED SWIM AREAS

Whether you're swimming in a pool or ocean, staying within the designated swim areas is vital to staying safe.

## ENTER THE WATER FEET FIRST

Severe injuries can occur when children jump or dive headfirst into shallow water. Make sure your child understands the proper way to enter and exit the pool.

## IF AN ACCIDENT HAPPENS

If your child is in a water accident, every second counts. Do the following right away:

- Call for help, and carefully pull or lift the child out of the water.
- If you're trained, start CPR, and have someone call Europ Assist (0861 746548). If you don't know CPR, the Europ Assist operator will instruct you by phone.
- If you're alone, carry the child to the phone and call Europ Assist, then start or continue CPR.
- Even if the child seems normal when revived, get medical care immediately.

Source: <https://childsafeg.org.za>

# Be SunSmart this Summer

Sunburn can occur within fifteen minutes, and the damage caused is permanent, irreversible and adds up with each exposure to the sun.

Skin cancer is the most common cancer worldwide and South Africa (SA) has one of the highest monitored ultraviolet (UV) levels in the world, resulting in one of the highest skin cancer rates globally.

UV radiation is just as dangerous for outdoor labourers, sports people, on the playground or when driving to work, as it is when at the beach or pool. Rays can also reflect off surfaces and cause sunburn when it is overcast.

## The truth about Tanning

Many people think that a tan looks glamorous and will make use of sunbeds to achieve a tanned look.

People who think that indoor tanning or sunbeds are a safer option are mistaken. There is no such thing as a healthy tan, which in fact indicates skin damage.

First use of sunbeds before age 35, increases the risk of developing melanoma by 59%. In 2009 sunbeds and tanning booths were officially classified as cancer causing agents by the International Agency for Research on Cancer (IARC). People who use tanning beds also have a much higher risk of getting Squamous Cell Carcinoma (SCC) – they also tend to get SCC earlier in life.

## Sunless or Self-Tanning

In recent years there has been a considerable increase in the use of sunless and self-tanning products such as sprays, mousses, gels, pills, nasal sprays and injections called Melanotan 1 and 11. Melanotan 11 has serious side effects, and may induce melanoma. The Cancer Association of South Africa (CANSA) warns against this product.



Sunless tanning, also known as UV-free tanning, self-tanning, spray-tanning (when something is applied topically) or fake-tanning – refers to the application of chemicals to the skin or making use of chemicals that are taken by mouth or per injection, to produce an effect similar in appearance to a suntan. The browning effect usually occurs within a few hours. The effect is temporary – the colour fades in 7-10 days as the skin naturally sloughs off.

## None of these is safe!

- Although some self-tanning products contain sunscreen, it offers minimal ultraviolet radiation protection. It does not provide protection from the ultraviolet rays of the sun and CANSA strongly discourages individuals to use any form of tanning product.
- Topical sunless tanning products that contain Dihydroxyacetone (DHA), prevent the formation of Vitamin D in the skin when exposed to the sun.

# Tips to be SunSmart



## Use an Effective Sunscreen

- Be sure to use a sunscreen with a Sun Protection Factor (SPF) of between 20 and 50 & 30 and 50 for fair to very fair skin.
- Products usually expire two years after manufacture – don't use a product that has been opened and used after a year has passed.



## Apply Sunscreen Correctly

- Always apply sunscreen 20 minutes before going outside into the sun. Reapply regularly (at least every two hours) after towel drying, perspiring or swimming.
- Apply it literally to all exposed skin, including the back of the neck, tips of ears, arms, feet and hands.



## Wear Protective Clothing

- Wear sunglasses with a UV protection rating of UV400.
- Wear thickly woven hats with wide brims and loose-fitting clothes, made of tightly woven fabric that is cool, but will block out harmful UV rays.
- Just like sunscreens have SPF levels protecting us, fabrics are also measured by the level of protection it provides – it is called UPF and



## Protect Children

- Our youth should take special precaution when spending time in the sun – two blistering burns before the age of 18, can dramatically increase the risk of getting skin cancer later in life.
- Children should not be getting sunburned at any age, especially since there are a range of very effective sun protection methods that can be used.
- Parents and guardians always need to be extra vigilant about sun protection for their infants and toddlers. Babies younger than 1 year should never be exposed to direct sunlight.



# Are you going to a malaria affected area over the holidays?

Be pro-active and take malaria prophylaxis beforehand

Taking precautionary measures when visiting malaria affected areas are imperative, and therefore we advise our members to consult their doctors or pharmacists beforehand to ensure they use the correct malaria prophylaxis.

The choice of regime will depend on factors such as your age and weight, which other medication you are using, whether you suffer from medical conditions such as epilepsy or depression, and which activities you plan during the trip. Take the prophylaxis exactly as advised and do not stop taking it too early after your return. Most medications have to be continued for 4 weeks after you leave the malaria affected area.

## Be on the safe side:

If you experience any flulike symptoms within 6 months after your return, always inform any doctor treating you about the journey and the areas you have been to. Although an infection with malaria usually causes symptoms within 1 or two weeks, it could take a lot longer (months) for the disease to break out. Even if you have done everything right, there always remains a small risk of getting malaria.

## Other precautionary measures are:

- Wear clothing with long sleeves and cover your ankles – especially at dawn and dusk, when mosquitoes are most active.
- Use long-lasting insecticide sprays inside homes and buildings.
- Place wire or gauze screens on all doors and windows.
- Keep a fan on in the room during the night – the current seems to put off the mosquitoes.
- Apply mosquito repellents directly to the skin.
- Use mosquito netting over the beds – these can be soaked in certain types of insecticide.
- Try and spend evenings indoors rather than outdoors, as you are much less likely to get bitten by mosquitoes.
- Blankets treated with mosquito repellents are useful.



# Symptoms of malaria include:



Headache



Fatigue



Nausea



Vomiting



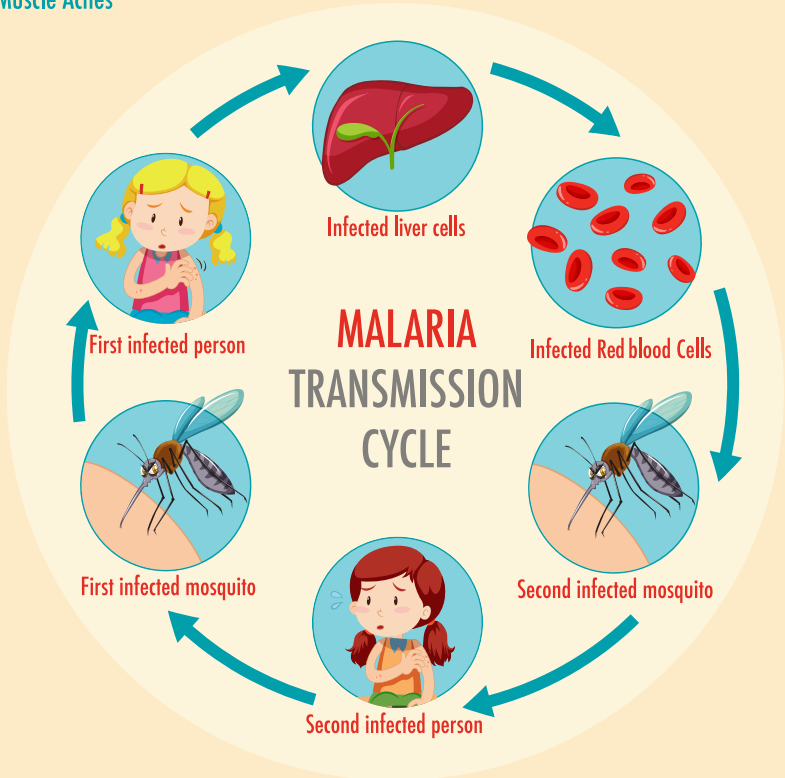
Muscle Aches



Fever



Chills



# Remember to UPDATE YOUR CONTACT DETAILS

Please inform Platinum Health immediately if your contact details change (for example, your telephone number, email, address, banking details, marital status or number of dependants). Platinum Health continuously communicates with members via SMS, email or postal mail and therefore it is imperative for members to keep their details updated.

## Correct cellphone numbers will ensure that:



- You receive authorisation numbers via SMS.
- You receive SMS's regarding payments by the Scheme to suppliers, keeping you updated of medical expenses.
- You receive important communication SMS's regarding:
  - o Adding of dependants or termination of dependants.
  - o Outstanding documentation which could lead to membership suspension.
  - o Reminders of outstanding contributions.
- You can detect any possible fraudulent claims submitted by suppliers to Platinum Health.

## Correct residential and postal addresses will ensure that:



- There is no delay in DSP allocation of specialist consultations and hospital admissions. (applicable to PlatComprehensive and PlatCap).
- You receive Scheme documentation.

## Correct email address will ensure that:



- You receive membership claims advices/statements.
- You receive tax certificates.
- You receive other Scheme documentation that you may have requested or which Platinum Health may distribute from time-to-time.

## Incorrect banking details may lead to:

- Refunds being paid into incorrect bank account as reflected on the Platinum Health system.



## How to update contact details

The relevant form named "Request to change membership details, Scheme Option or Card request" can be obtained from Platinum Health via any of the following channels:

1. Download the form from the Platinum Health website ([www.platinumhealth.co.za](http://www.platinumhealth.co.za))
2. Email a request to Client Liaison email address ([phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za))
3. Phone the Client Liaison Call Centre on 014 590 1700 or 080 000 6942
4. Collect the form from Client Liaison offices in your area

Complete the form stipulating the necessary changes you wish to amend. The principal member needs to sign the form together with a copy of his/her ID document, passport or driver's license and submit back to Platinum Health either by:

Email: [zzengagementofficemembership@platinumhealth.co.za](mailto:zzengagementofficemembership@platinumhealth.co.za) or [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)

OR hand in the form at your closest Client Liaison office