

PATIENT INFORMATION

Medical Scheme & Practical Information

This guide explains the practical and medical-scheme side of your care — authorisation, codes, possible costs, what to bring, and your privacy. A little preparation helps everything run smoothly.

1 Pre-authorisation for surgery

- Planned procedures and hospital or day-case admissions usually need **pre-authorisation** from your medical scheme **before** the date.
- Obtaining authorisation is the member's responsibility, but the rooms will give you the procedure and diagnosis (ICD-10) codes you need to arrange it.
- Authorisation confirms that the scheme will cover the admission — but it is **not a guarantee of full payment** of every fee.
- If authorisation is not obtained in time, your scheme may apply a penalty or decline the claim.

2 Prescribed Minimum Benefits (PMBs)

- Some conditions and procedures are Prescribed Minimum Benefits, which schemes must cover according to the rules.
- Whether a specific operation qualifies depends on the diagnosis and your scheme's rules — check with your scheme, quoting the codes the rooms provide.

3 Codes, fees and possible shortfalls

- Claims use **ICD-10** diagnosis codes and procedure codes. Note that ICD-10 codes usually come from the operation note or account, not from a device or requisition form.
- A specialist's fee may be higher than the rate your scheme pays, which can leave a **co-payment or shortfall**. Ask the rooms about this in advance.
- Gap cover** (a separate insurance product) is designed to help with these shortfalls, if you have it.
- For joint-replacement surgery, check your cover for the **implant**, and check your **physiotherapy** benefit for your rehabilitation.

4 What to bring to the rooms

- Your ID and **medical scheme card** (and authorisation number for admissions).
- Your referral letter, if you have one.
- Any previous X-rays, ultrasound, CT or MRI scans **and** their reports — bring the actual images on disc, USB or a link, not just the report.
- A list of your current medication, supplements and allergies.
- Your questions — and a family member or friend if you would like one with you.

5 Hospital admission — the practical side

- The rooms are at **Suite 6, Netcare Pretoria East Hospital**, Moreletapark, Pretoria.
- You will be told your admission time and fasting instructions in advance.
- Bring comfortable, loose clothing that opens at the front, and toiletries if staying overnight.
- Arrange for someone to drive you home, as you should not drive after an anaesthetic or while in a sling.

6 Urgent problems and after hours

- In office hours, phone the rooms on **012 998 7550**.
- For an urgent injury or problem after hours, go to your nearest casualty/emergency unit.
- For a life-threatening emergency, phone **10177** (ambulance) or **112** from a mobile.

7 Your privacy

Your personal and health information is handled in line with South Africa's Protection of Personal Information Act (POPIA) and the National Health Act. Your records are kept confidential and used to provide and administer your care. You may request access to your records under PAIA.

Rooms: Suite 6, Netcare Pretoria East Hospital, Cnr Garsfontein Rd & Netcare Drive, Moreletapark, Pretoria 0044**Tel:** 012 998 7550

After hours: 082 923 4477**Appointments:** yvette@antonjulyan.co.za

This leaflet gives general information for patients of Dr Anton Julyan and is written for a South African context. It does not replace the specific advice Dr Julyan, the anaesthetist or the nursing staff give you — their instructions always take precedence. Every patient, condition and recovery is different, and individual results vary. This is not a substitute for professional medical advice. In an emergency, phone **10177** (ambulance) or **112** from a mobile, or go to your nearest hospital casualty/emergency unit.
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