



National patients' rights charter

In the interests of your wellbeing, GEMS supports and advocates the National Patients' Rights Charter, which states that every person has the right to:

- be treated in a healthy and safe environment;
- participate in decision-making;
- have access to a range of healthcare services;
- receive information related to one's health and insurance/medical scheme rules and benefits;
- a choice of healthcare service providers;
- be treated by a qualified and registered service provider;
- absolute confidentiality and privacy;
- exercise informed consent about treatment;
- refuse medical treatment;
- request a second opinion;
- continuity of healthcare services; and
- lodge a complaint about healthcare service levels.



Important note about HIV/AIDS

Remember that HIV can be passed on from mother to baby during pregnancy, birth and breastfeeding. It is important to discuss HIV testing with your doctor early in your pregnancy. The maternity programme provides two HIV tests as part of your maternity care plan. The HIV tests should be done in the first and third trimester of pregnancy. This will ensure that measures can be taken to reduce the possibility that your baby may contract HIV from you, if you do test HIV positive.

GEMS offers an HIV/AIDS Programme to assist members living with HIV/AIDS. Confidentiality is maintained at all times. To obtain further information on the HIV Management Programme, call the confidential HIV/AIDS Share call number on **086 043 6736** or fax **0800 436 7329** or send a please call me to **083 843 6764**.



GEMS maternity programme

As a member of GEMS, you have free access to a Maternity Programme. This programme is specifically designed to provide you with support, education and advice through all stages of your pregnancy, confinement and postnatal (period after birth) period.

The Maternity Programme is headed by experienced, registered nursing sisters with additional qualifications in midwifery. The case managers will assist you with registration on the Maternity Programme and can be contacted for advice and information which is completely free of charge. We encourage you to make use of this wonderful benefit during this special time. The case manager will maintain contact with you after your admission to hospital and the birth of your baby. The aim is to provide ongoing advice and information in early parenthood.



Role of the case manager

- ✓ Advise you about issues such as your diet, exercise, minor discomforts during pregnancy, home births, self medication and breastfeeding.
- ✓ Empower you on how to take care of yourself during pregnancy, labour and after birth.
- ✓ The case manager will also be there to support you and your baby until the postnatal check-up.
- ✓ The case manager is able to refer you to appropriate resources that include midwives, doctors, specialists, hospitals, birthing units and support groups within South Africa.

Some useful contact numbers

Once you have registered on the Maternity Programme, complete the following information and keep it as a handy reference:

Case manager's name:

Midwife/doctor's name:

Telephone number of midwife/doctor:

Due date:

Hospital's reference number:

Hospital's telephone number:

MATERNITY PROGRAMME



Name of expectant mother



Benefits of joining the maternity programme

- A GEMS pregnancy handbook and maternity programme guide upon registration on the Maternity Programme.
- A maternity bag that will be sent to you during your third trimester.
- Free access to all services offered by the Maternity Programme.
- Information which will make it possible for you to understand the benefits offered by GEMS during your pregnancy and after the birth of your child.
- A Care Plan to guide your doctor in the appropriate treatment necessary for the duration of your pregnancy.
- Advice on the benefits that will be covered by GEMS during your confinement and other alternatives that you may have.
- Access to healthcare information that will make it possible for you to participate with your midwife or doctor in making decisions about your health and birth choices.
- Authorisation of your admission to the hospital/birthing facility of your choice.
- Not only will the GEMS Maternity Programme support you during your pregnancy, but we will also empower your healthcare practitioner and a workplace colleague (if you nominate them) to best support you during your pregnancy.
- Telephonic advice and support from midwives throughout your pregnancy and during your first few weeks of parenthood.
- Access to telephonic psycho-social counselling, workplace support and return-to-work support.
- After enrolling on the GEMS Maternity Programme you will be registered onto an exclusive GEMS Maternity website; you will receive a welcome email which includes a link to this website to set your own unique password. This exclusive website will allow you to read articles about pregnancy, birth, childcare and development and general wellbeing. You will also have access to a directory of resources, interactive self-assessment tools and online discounts for baby-related products and services available to you during and after your pregnancy. You will also have access to the GEMS maternity fitness programme compiled by our fitness experts with simple, safe and effective exercises.



Registration on the maternity programme

To access these benefits, you first need to register on the maternity programme by completing the enclosed registration form and faxing it to **0861 00 4367** or emailing it to **enquiries@gems.gov.za**. Alternatively, you may post the form to the GEMS Maternity Programme, Private Bag X782, Cape Town, 8000.

NOTE: To enjoy the full maternity benefits it is compulsory to register on the maternity programme. Members who register early (within the first or second trimesters) may be selected to attend an exclusive GEMS baby shower event.



Information required to enrol on the programme

- Principal Member's name and surname.
- Scheme option and member number.
- Expectant mother's full name and surname.
- Expectant mother's ID number.
- The expected date of delivery.
- The expectant mother's health practitioner's name, telephone number and practice number.
- The name and practice number of the hospital that you will be admitted to for childbirth.
- Expectant mother's contact details.
- Once you have been registered on the programme by a case manager, an information pack will be posted to you. Please complete the enrolment form.

Process flow of GEMS Maternity Programme



Out-of-hospital

Members are identified through their claims profile and contacted by GEMS to confirm pregnancy.

Expectant mothers can register on the programme by contacting: Tel: **0860 00 4367**, Fax: **0861 00 4367**, Email: **enquiries@gems.gov.za** and requesting an enrolment form.

Member sends completed registration form.

Member assessed by case manager and risk rated.

Monthly/quarterly follow ups by case manager who will provide:

- Information and guidance on all aspects of your pregnancy, confinement and post natal period.
- An easy-to-understand personal Care Plan that explains which maternity benefits you may access and how often you should visit your doctor.
- A pregnancy handbook and maternity programme guide.



In-hospital

If you need to be admitted to hospital:

Call 0860 00 4367 to obtain pre-authorisation prior to admission to hospital to deliver your baby or for any maternity-related admission to hospital, this excludes emergencies.

Please make sure that you have the following information available:

- your member number;
- name of hospital and practice number;
- name of patient;
- date of birth;
- name or practice number of treating doctor;
- diagnosis/method of delivery; and
- the planned number of days you will stay in hospital.

Member is discharged from the programme, six weeks after delivery of the baby.

NOTE: Members who fail to obtain pre-authorisation for admission to hospital within 48 hours of being admitted, unless it is an emergency, will have to pay a co-payment of R1 000 for admission to hospital/treatment.