

R309 /Month

MediClub's iSeries iPremier plan offers private GP visits with doctors in our network, prescriptions from any pharmacy, private dental care, optometry, x-rays and blood tests, via authorisation from our WhatsApp Clinical Line. Members get reliable, private healthcare without long public queues or expensive private bills.



WHAT'S COVERED



Talk to our Clinical Team on WhatsApp

- WhatsApp Clinical Line for advice
- WhatsApp Clinical Line for GP referrals
- Over-the-counter medicine: 4 per year according to a set list of over-the-counter medicine



Doctor Access

- Unlimited in-person GP consults via WhatsApp Clinical Team
- Unlimited virtual GP consults via WhatsApp Clinical Line
- Minor in-room procedures
- Prescription medicine according to a set list of acute medicine from any pharmacy
- Chronic medicine* for 24 conditions according to a set list of chronic medicine



Tests & Scans

- Basic blood tests via in-person GP referral according to a set list of blood tests
- Basic black-and-white X-rays via in-person GP referral according to a set list of scans
- The in-person GP may refer you to a specialist Limited to R2 600 per year covered at insurance rates
- Two 2D maternity scans per pregnancy



Dental & Optical

- Dental benefits including check-ups, dental x-rays, cleaning, fillings, extractions & infection control
- Eye test, standard frame & bi-focal or contact lenses up to R500 every 2 years



Emergency Care

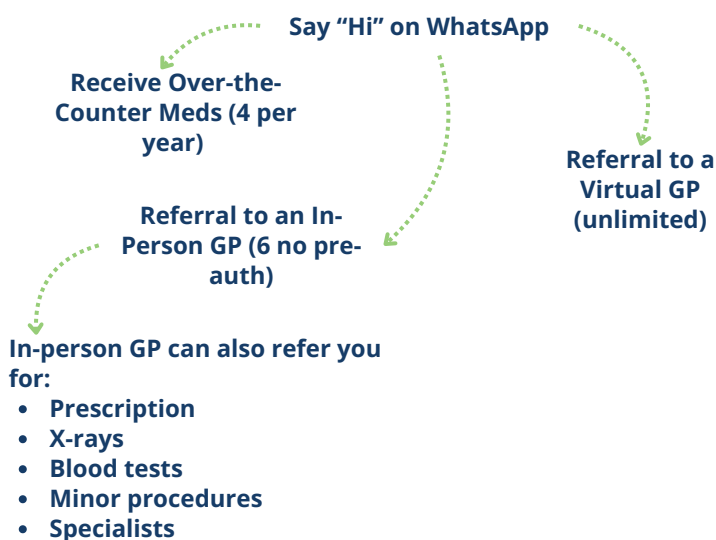
- For emergency transportation to a hospital, call ER24 on 010 205 3370
 - Accidental death cover of R7 500
 - Treatment for injuries resulting from an accident in a private hospital up to R150 000 per event per year & up to R300 000 per year
- Call us on 086 000 2402 for authorisation



24/7 Assistance Programme

- Credit and debt support
 - Legal guidance
 - Personal health advisor
 - Trauma counselling
- Call EuropAssist on 086 022 2286 for a call-back

HOW IT WORKS



WAITING PERIODS

- **WhatsApp Clinical Line & 24/7 Assistance Programme:** Available immediately
- **GP visits, meds, tests & scans:** Available after 30 days
- **Maternity Scans:** Available after 10 months
- ***Chronic medicine:** If you have a pre-existing chronic condition, you can use chronic benefits after 12 months. If you are diagnosed with a chronic condition once joining, you can claim chronic medicine benefits within 6 months
- **Dental & Optical:** Available after 6 months
- **Specialist visits:** Available after 3 months

HOW TO SIGN UP

 **WhatsApp:** +27 72 815 8226

 **Visit:** www.mediclub.co.za

EXCLUSIONS

Claims will be not be paid for:

1. Medical Treatment & Hospitalisation Limits

- No cover for hospital illness (accidents only)
- No trauma room cover
- No cover for maternity in hospital
- No cover for voluntary hospital stays
- No cover for pain investigations/treatments only (bed rest, traction, physiotherapy, spinal blocks, medication)
- No cover for pre-existing conditions or diseases (first 12 months)
- No cover if medical advice is refused or not followed promptly
- No cover for treatment by unregistered medical practitioners is not covered
- No cover for call out fees for emergency transportation if services are not used
- An illness is only counted as new if it comes back after 6 months and has a clear diagnosis and treatment plan

2. Medical Procedure & Condition Exclusions

- No cover for routine check-ups without symptoms
- No cover for obesity treatment, cosmetic/elective procedures, corrective optical/laser surgery (unless accident-related reconstruction)
- No cover for infertility treatment or artificial insemination
- No cover for gender reassignment surgery
- No cover for sexually transmitted diseases tests
- No cover for mental health disorders (depression, anxiety, psychotic/neurotic conditions, etc.) unless accident-caused
- No cover for gradual or long-developing conditions

3. Behaviour-Related Exclusions

- No cover for suicide, attempted suicide, self-inflicted injury, or reckless danger (unless saving a life)
- No cover for failure to take reasonable accident precautions or comply with laws/regulations
- No cover for injuries while under the influence of alcohol/drugs
- No cover for injuries from intentional unlawful acts under South African law

4. Activity & Travel Exclusions

- No cover for hazardous or professional sports/activities unless agreed (e.g., mountaineering with ropes, potholing, hang-gliding, sky-diving, quad biking, off-road riding)
- No cover for diving deeper than 30m without qualification/instructor
- No cover for driving/riding underage, unlicensed, or unauthorized
- No cover for flying except as a fare-paying passenger (no crew/trade/technical flights)

5. External Causes & Special Risks

- No cover for nuclear, chemical, biological, or explosive weapon use or contamination
- No cover for exposure to atomic energy/nuclear fission or reaction

6. Policy & Coverage Rules

- Hospital stays just for tests aren't covered unless your policy says so
- If you have a claim with the Road Accident Fund or Compensation for Occupational Injuries and Diseases Act from an accident, their claim will pay first and this policy will top up what still needs cover to your benefit limit

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WhatsApp: +27 72 815 8226
Mon - Fri: 08:00 - 18:30 (no public holidays)
Sat: 08:00 - 14:00



Phone: 086 000 2402
Mon - Fri: 08:00 - 16:30 (no public holidays)
Sat: 08:00 - 14:00
NHGCustomerCare@nationalhealthcare.co.za



Medical Emergency: 086 000 2402
Mon - Sun: 24/7