



# QUALSA

excellence you can trust

## What to do when you are being admitted to hospital

You need to obtain pre-authorisation at least 48 hours before:

- being admitted to hospital;
- going for an MRI/CT scan; and
- having a surgical procedure performed on an out-patient basis, i.e. in the doctor's rooms.

Remember that:

- Even though a procedure has been authorised, the Society's benefit limits will still apply. Obtaining pre-authorisation from Qualsa for a procedure or operation does not automatically guarantee that the related doctors' accounts will be covered in full.
- Since doctors often charge private fees, members are encouraged to negotiate reduced rates with their doctors beforehand.

You will need to provide Qualsa with the following details when phoning for hospital authorisation:

- your membership number;
- the name of the patient, as stated on your membership card;
- the name and telephone number of the doctor;
- the name of the hospital;
- the reason for going to hospital (your doctor can also provide you with the procedure codes);
- the date of the proposed operation.

Qualsa will issue you with a reference number and will fax your authorisation through to the hospital concerned. Make sure you keep your reference number on record.

A specialised team at Qualsa will monitor your stay in hospital. They will assist in controlling your costs and ensure that you receive the correct treatment. They may recommend that the procedure be performed in a day clinic instead of a hospital. In these cases the costs will be covered under your hospital benefit. This change will save the Society a considerable amount, which will ultimately assist in keeping your contributions low.

Case managers at Qualsa can help you if you are admitted to hospital due to serious or continuous illness. These case managers will also look after you if you need:

- mental healthcare;
- maternity care;
- chronic disease care; and
- home nursing.

Qualsa also helps you by:

- ensuring that you have benefits available;
- ensuring that your admission, treatment and chosen hospital are best suited to you;
- educating you with regard to your condition and treatment;
- helping you with admission to and discharge from hospital.

**Reminder:** If you do not obtain pre-authorisation for a hospital admission, you will be responsible for the first R1 000 of your hospital costs.

**What happens if you are admitted as a result of an emergency?**

In the case of an emergency medical condition caused by injury or sudden illness, you, a family member or a member of the hospital staff should notify Qualsa of the admission within 48 hours.