



Issue 2 Newsletter

APRIL TO JUNE 2025

Dear Member

In this edition of the newsletter, we explore how to use the newly introduced **consent feature on the PG Group Medical Scheme member portal** which allows ease of access for you and your dependants. We also give you tips on how to **boost your immune system** before the start of the cold and flu season and discuss tips on how to make **your child's next dental visit** a positive one.

We welcome any suggestions that you may have on articles or member benefits you would like to see published in future newsletters. Please send your suggestions by email to info@pggmeds.co.za.

Yours in good health

Mike Neubert
Scheme Manager





NEW!

Consent feature on the PG Group Medical Scheme member portal

To comply with data privacy laws and regulations, mobile applications (smartphone apps) must have your consent to access your data, thereby building trust and loyalty among users.

By clearly requesting permission before accessing or using a user's mobile app data, these applications must show respect for privacy and grant users the authority to share their information as they wish. Features that promote user control enable individuals to make informed choices regarding the use of their data and manage access to their personal information. Furthermore, when used effectively, consent options may improve the user experience by offering transparency and minimising the fear that their privacy or personal information may be at risk.

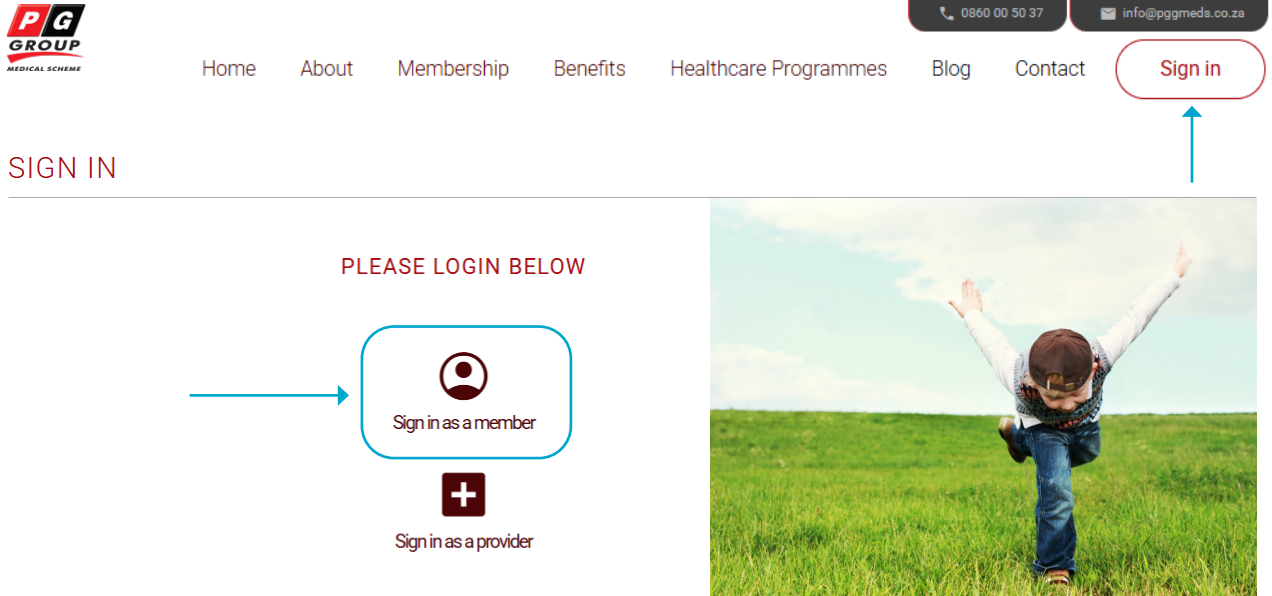
Currently, members are required to fill out the [Member and dependant consent form](#), which is also available from the Scheme website, and submit it to our client services team for processing and approval within the system. While this is still an option, the new consent feature offers a more efficient and dependable solution for our tech-savvy members.



How to activate the consent feature on the Scheme's member portal

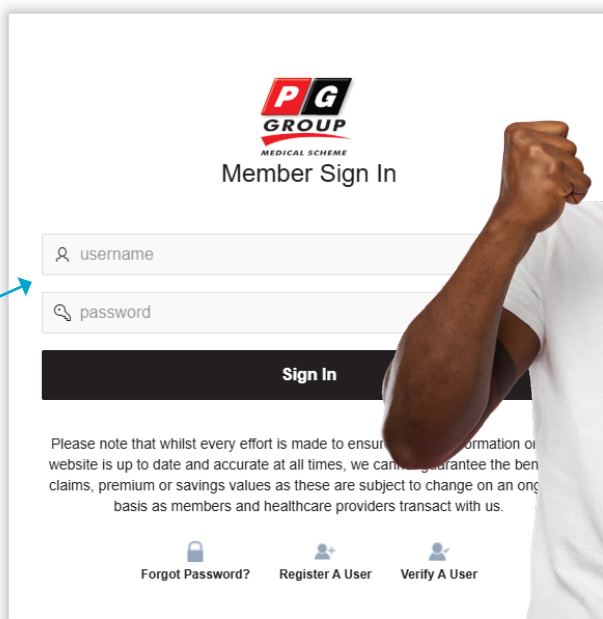
To activate the consent feature for your PG Group Medical Scheme mobile app, you need to log onto our online Member Portal and follow these steps:

- 1 Visit the PG Group Medical Scheme website (www.pggmeds.co.za) and click on 'Sign in as a member'.



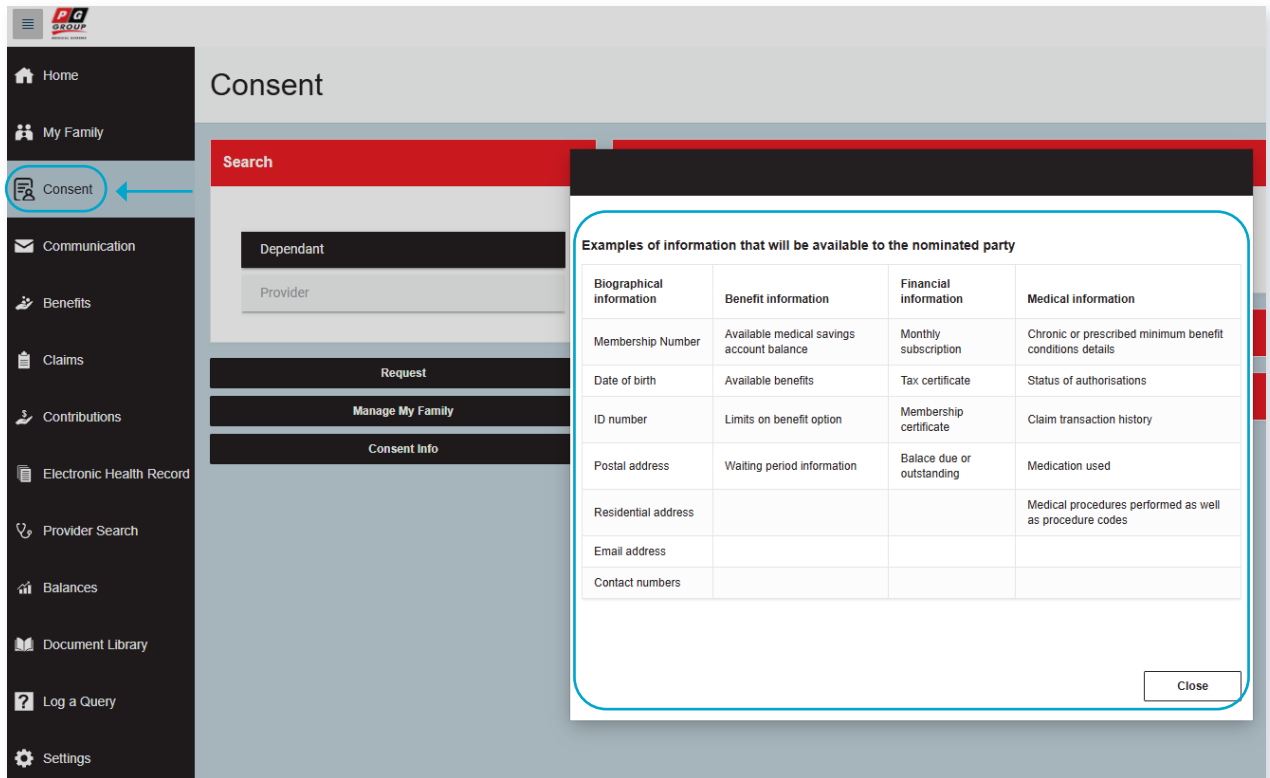
Not sure how to use the member portal? Check out our [easy-to-use guide](#) in a previous issue of the newsletter.

- 2 Enter your username and password. If you are a registered user of the mobile app, you may use your existing username and password. If you have forgotten your username and password, you may contact our Customer Care Centre on **0860 005 037** for assistance or follow the 'Forgot password?' prompts.



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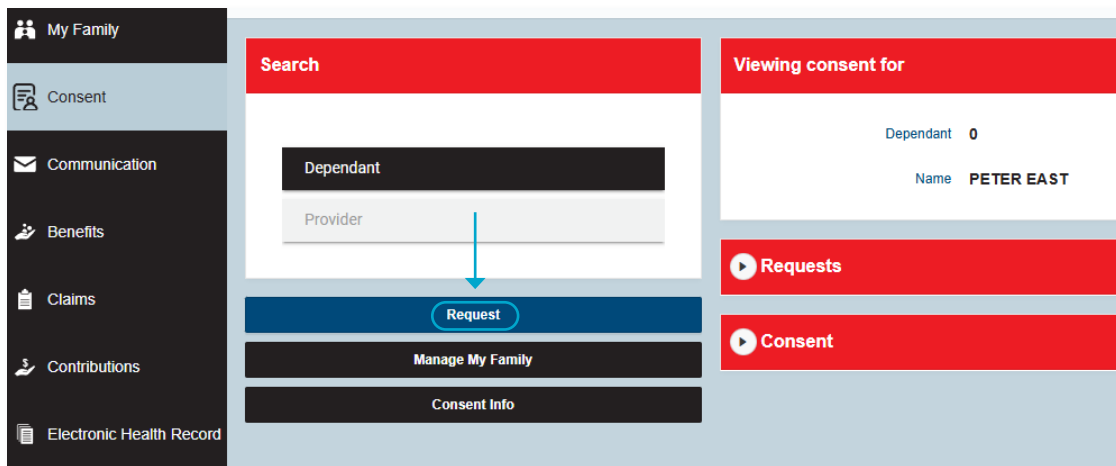
Once you are logged into the online member portal, click on the 'Consent' tab. A popup message will display examples of what type of information may be shared in terms of the Protection of Personal Information Act 4 of 2013 (POPIA).



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If a member requests consent to access their dependant's information, select the dependant from the drop-down list and click on 'Request'.

Remember, only dependants over the age of 18 will be displayed in the drop-down list.



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Here is an example of the SMS that will be sent to the dependant:

Dependant SMS

PG GROUP MEDICAL SCHEME: CAROLL JACOBS: 473853, PETER EAST, 473852, has requested consent to access your medical information. Log into the Member Portal to grant or deny access. For assistance, please contact our Call Centre on 0860 005 037.

If we do not have your dependant(s)' contact details on our system, the SMS will be shared with you, however access will not be granted until the dependant provides their contact details to the Scheme and registers as a digital user.



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Click on 'My Pending Requests' to view your request pending for approval from your dependant.

Home

My Family

Consent

Communication

Benefits

Claims

Contributions

Electronic Health Record

Provider Search

Balances

Document Library

Log a Query

Settings

Consent

Search

Dependant

Provider

Request

Manage My Family

Consent Info

Viewing consent for

Dependant 0

Name **PETER EAST**

Requests

Consent Requested by others **My Pending Requests**

CAROLL JACOBS
You have requested access on 24-APR-2025

Personal Information

Consent

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On the 'Consent' tab in red, click on 'Consent granted to me' to see if your dependant has granted consent to you.

Consent

Consent granted by me **Consent granted to me**

PETER EAST
cannot access the personal information of **CAROLL JACOBS**

Personal Information

PETER EAST
has access to the personal information of **KIWIFRUIT TRIANGLE**

Personal Information

PETER EAST
has access to the personal information of **APRICOT PACIFIER**

Personal Information



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Once your consent has been granted, an SMS will be sent to you and your dependant advising that your consent request has been approved.

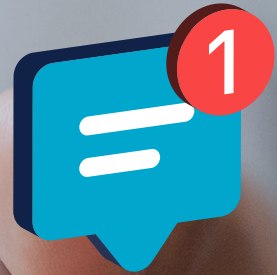
Here are examples of these messages:

Member SMS

PG GROUP MEDICAL SCHEME: Dear PETER EAST, please note that CAROLL JACOBS has granted access to their Information on membership number 618479. For enquiries, please contact our Call Centre on 0860 005 037.

Dependant SMS

PG GROUP MEDICAL SCHEME: Dear CAROLL JACOBS, please note that you have granted access to your Information to PETER EAST. For enquiries, please contact our Call Centre on 0860 005 037.



Well done!

Your consent feature is now active; now you and your dependants have access to easily make use of the Scheme's mobile app.

Download the
PG Group Medical Scheme
mobile app today!



Simple ways to boost your immune system before the cold and flu season

Summer is dwindling, winter is on the horizon and with it comes the cold and flu season. Many of us may get 'the sniffles' or even get very sick during the colder months and this often means missing days of work or school to recover. However, there are simple habits you may adopt to help protect yourself before the germs of the common cold or influenza get you.

Before you stock up on lozenges, cough syrup or tissues, we have got the secret to staying healthy during the flu season – a **strong immune system**. These simple tips may seamlessly fit into your life to help boost your body's natural defences.

A balanced diet

Yes, we know you have heard it a million times, but eating a well-balanced diet is really good for you and helps your body fight infections and illnesses. The official South African food-based daily dietary guidelines recommend eating a variety of foods, making starchy foods (carbohydrates) a part of most meals, at least two to three vegetables and fruits, and a lean protein, among other tips for eating well. Eating a balanced amount of healthy food will provide your body with much-needed vitamins and minerals for optimal immune function.

Stay hydrated

Hydration is key for your body's peak performance especially if you are trying to prevent colds and flu. Water and other hydrating liquids, like herbal tea, broth and pure fruit juice, help carry your white blood cells to different parts of your body to fight off all those bad germs and keep you healthy. Being hydrated may also alleviate headaches and body aches and balance your body's pH (acidity) levels.

Keep your hands clean

Avoid sharing utensils, tools and stationery at work and at school, where possible. Be aware of touching surfaces like door handles and railings, then touching your face. Germs from unwashed hands may get into the food that you prepare, into your mouth and eyes from unconscious touching of your face, and you may transfer those germs to other surfaces. Sometimes it is unavoidable to touch things that could be contaminated, so it's best to wash your hands regularly. Proper hand hygiene greatly reduces your risk of getting colds, flu or diarrhoea by up to 50%. Washing your hands and using alcohol-based sanitisers and wipes, help curb the spread of diseases and viruses. Remember to wash your hands regularly, especially when you have touched or handled anything in public to keep yourself safe.

Get enough sleep

Studies have shown that those who tend to sleep less than seven hours a night have weaker immune systems. Getting adequate sleep helps to significantly boost the production of antibodies and immune cells, making you less susceptible to illness and reducing inflammation in the body.

Reduce your stress

Chronic stress may lead to a decrease in white blood cells which work to fight off infections in your body. From eczema to weight loss/gain and flu symptoms, stress is not great for your immune system and increases your chances of getting sick. Ways to reduce your stress include exercise, meditation, yoga, journaling, spending time with friends and family or finding a hobby.

Keep active

While it is not safe to exercise while you are sick, it helps you keep the flu at bay. Even moderate exercise helps strengthen your immune system, allowing your body to fight off infection and over time reduces your chances of getting ill. Make sure you are not overdoing it with excessive exercise as that may have the opposite effect, cause more stress and make you likely to get sick more often.

Vaccinate

Getting the flu shot significantly reduces your chances of getting sick during flu season. Flu shots are particularly important for those who have comorbidities (more than one medical condition) like heart disease and diabetes, pregnant women or those over the age of 65.

Good news! The Scheme covers the flu shot from your wellness benefit, so you don't have to pay for it.



Making small but consistent lifestyle choices every day could help you live your best life. Now go ahead and **take pro-active steps to boost your immunity and prevent illness.**

Source:
News24

Make your child's dental visit a positive experience

denis



Regular dental check-ups are essential for maintaining a lifetime of good oral health, and your child's first visit to the dentist is a milestone worth celebrating. We encourage you to take your child to the dentist within six months of their first tooth coming in, or by their first birthday. This early visit helps catch any potential issues and helps your child get used to the sights and sounds of the dental office. The first visit is usually short. The dentist will check your child's teeth, gums and mouth to make sure everything is developing well. They might also do a gentle cleaning.

Just like adults, children should see the dentist once every six months for a check-up and preventative treatment. We understand that taking your child to the dentist may be a bit nerve-wracking, but it is important that you continue to schedule routine visits. Here are some tips to make it easier and more fun for both you and your child:

Your attitude matters

Speak positively about the dental visit. Children often look to their parents for cues on how to react in unfamiliar situations, and if you are relaxed, it is more likely that they will be too.

Prepare your child

Talk to your child about what to expect during dental visits. Use simple terms to explain the process, like **'The dentist will count your teeth and make sure they are healthy'**. This makes the experience more understandable and less intimidating for them.

Role-playing

Role-playing and storytelling will make the idea of dental visits fun. Let your child play dentist with their toys to make the experience less intimidating.



At the dentist

Share your child's medical history with your dental practitioner and inform them if your child tends to be anxious so that they may adjust their approach.

Bring a comfort item

Sometimes a little comfort goes a long way. Bring your child's favourite toy or blanket to the dental visit to provide them with a sense of familiarity which helps to create a stress-free environment.

The art of distraction

Use books, toys or videos to distract your child during the visit. This becomes even more important as the visits become longer or if your child struggles to sit still during treatments. By redirecting their attention, the visit remains a positive experience.

Offer praise and encouragement

Positive reinforcement is a powerful tool. Celebrate your child's co-operation during dental visits with verbal praise and encouragement. Say things like, '*You did such a great job today!*' or '*I'm so proud of you for being brave!*'. Depending on the type of dental visit, you may offer a small non-sugary treat or an ice lolly, but rather prioritise verbal affirmation to build a lasting appreciation for oral health.

Oral healthcare at home

Keep up with a good oral hygiene routine at home. Continue to encourage a daily oral hygiene routine as this can help prevent cavities and gum disease, reducing the need for additional treatments.

Remember, the goal is to make dental visits a routine and stress-free part of their lives. With a bit of preparation and encouragement, you can set your child on the path to a lifetime of healthy smiles.

Preventative dental treatments










- Ask your dentist for fissure sealants on your children's permanent teeth before they reach the age of 16. Fissure sealants for children is an easy and effective way of preventing tooth decay. These thin, plastic coatings are painted on the chewing surfaces of the back teeth, covering them to keep out germs and food.
- Topical fluoride treatment is covered for children from age five and younger than 13.

Source:
DENIS



Important contact details



Customer care	Telephone WhatsApp Email Members can dial 0860 005 037 for any Scheme queries (Monday to Friday, 08:00 to 16:30)	0860 005 037 0860 005 037 info@pggmeds.co.za Members can dial 0860 005 037 for any Scheme queries (Monday to Friday, 08:00 to 16:30)	Press 1 for benefits confirmation and claims enquiries 2 for hospital admissions, pre-authorisations, maternity and oncology 3 for dental benefits and authorisation 4 for HIV-related queries 5 for chronic medication
Physical address	Parc du Cap Building 6, 7 Mispel Road, Bellville 7530		
Postal address	PG Group Medical Scheme, PO Box 2070, Bellville 7535		
Scheme website	www.pggmeds.co.za		
Membership queries	Email	membership@pggmeds.co.za	
Claims submission	Email	claims@pggmeds.co.za	
Chronic medication registration and queries	<i>Medicine Risk Management (MRM) Programme</i> Email chronic@pggmeds.co.za		
YourLife Programme 	<i>HIV management programme</i> Email yourlife@pggmeds.co.za		
Netcare 911 	<i>Emergency assistance and ambulance service</i> Emergencies/Health-on-Line Telephone Email Website 082 911 0860 638 2273 customerservice@netcare.co.za www.netcare911.co.za		
Preferred Provider Negotiators (PPN) 	<i>Optical benefits</i> Telephone Fax Email Website 041 065 0650 041 586 4184 info@ppn.co.za / claims@ppn.co.za www.ppn.co.za		
Dental Information Systems (DENIS) 	<i>Dental benefits</i> Telephone Email Website 0860 104 939 pgenq@denis.co.za / claims@denis.co.za www.denis.co.za		
Medipost Pharmacy 	<i>Courier pharmacy for chronic medication</i> PO Box 40101, Arcadia 0007 Telephone Email Website 012 426 4000 info@medipost.co.za www.medipost.co.za		
Momentum Multiply 	<i>Wellness rewards programme</i> Telephone Email Website 0861 886 600 multiply@momentum.co.za www.multiply.co.za		
Hello Doctor 	<i>Medical advice</i> Dial *120*1019# to request a call back from a doctor, or download the Hello Doctor mobile app  		
Fraud Hotline	Telephone Email	0800 000 436 PGGmeds@tip-offs.com	