



KeyHealth

MEDICAL SCHEME

easy+ER

Easy-ER is just one of the benefits that make KeyHealth the simple, smart choice for comprehensive medical aid cover for the entire family.

Be smart, switch today.

Call us on **0860 671 050**

Email info@keyhealthmedical.co.za

Visit www.keyhealthmedical.co.za

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CHOOSE EASY-ER – SO YOU DON'T GET HURT TWICE

When you need emergency medical treatment, the last thing you want is to get hurt twice – by admin, facility and other ER fees. These are the sort of fees which your medical scheme says they “cover”, but ultimately come from your pocket, savings or day-to-day benefits.

Easy-ER is a first-of-its-kind KeyHealth initiative that offers all KeyHealth Beneficiaries, regardless of their age, free emergency medical cover without any hidden costs.

Now extended to the entire family, Easy-ER gives each Beneficiary direct access to a hospital's Emergency Room (ER) for medical treatment in emergency situations. This immediate access comes without any hassle or unexpected fees.

That's right, KeyHealth guarantees full payment in such emergency situations.

These emergency circumstances may include:

- Sport injuries
- Playground accidents
- Car accidents
- Sudden illness that requires immediate ER care
- Any other trauma situations/events

THE EASY-ER CARD FOR CHILDREN

One of the greatest things about Easy-ER, is the card for children. The reason behind the Easy-ER card is to ensure that all KeyHealth children are able to get immediate access to a hospital's ER facility, even if they do not have a parent with them.

Easy-ER cards have very specific design styles to represent each child's life stage, and these cards will certainly be something that they will want to keep with them wherever they go.

0-6yrs Toddler



7-13yrs Primary School



14-18yrs High School



19-27yrs Student



Each child's beautifully designed Easy-ER card contains all the details to effectively confirm the eligibility of the child when he or she requires emergency medical care at a hospital's ER facility.

What makes this extremely significant is that the child will gain **free** access to the ER facilities immediately upon presenting the Easy-ER card. That's surely something that will help any parent sleep just that little bit easier, knowing that your child is well looked after, especially in these most unfortunate circumstances.

In the event that the child does not have the card with him or her, eligibility can be confirmed by calling the 24-hour, **free** call centre number on the card, and providing the necessary membership details.

BENEFITS OF EASY-ER

The features of Easy-ER are extremely beneficial to members and include:

- **No upfront payment required.**
- **Guaranteed payment of the full ER event – subject to Triage System definition criteria (see TRIAGE section).**
- **Does not come out of savings or day-to-day benefits.**

WHAT YOU MUST KNOW

Easy-ER is available to all KeyHealth Beneficiaries regardless of their age (excluding Beneficiaries on the Origin option).

Easy-ER guarantees **free** access to, and treatment at, any hospital's ER facility for emergency/trauma situations.

If a Beneficiary gets admitted to hospital, subsequent to the ER treatment, the normal hospital benefit will apply.

Easy-ER provides a 24-hour **free** call centre for anybody to confirm eligibility of the Beneficiary. This call centre is not for hospital pre-authorization, medical advice or any other uses.

In the event that the Beneficiary requires emergency transport (e.g. ambulance services) the normal procedure must be followed and in cases like this the Scheme's emergency transport provider, Netcare 911, must be called.

By presenting the card, or confirming eligibility through the call centre, the Beneficiary will gain access to the ER facilities without any payment required.

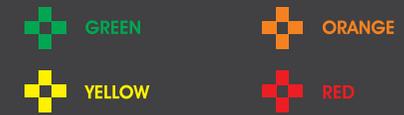
DENTAL EMERGENCIES

Easy-ER also covers treatment in the event of dental emergencies or accidents; which are a direct result of an external blow to the mouth or face. If a tooth is broken or knocked out, Easy-ER will guarantee the payment of all dental treatment required to restore the damaged tooth to functional use.

In the case of a dental emergency, based on the above mentioned criteria, the Beneficiary can go directly to the dental practitioner for treatment. A visit to the hospital's ER facility is therefore not a pre-requisite to qualify for Easy-ER related dental treatment.

TRIAGE SYSTEM

All ER facilities use a specific system to manage the treatment and flow of patients. This system is called Triage, and it uses colour codes to categorise the priority of patients' treatment based on the severity of their condition.



For a Green classification only normal benefits will apply.

The beneficiary will gain access to the ER facilities but because Green is not defined as an emergency situation, payment will be made from the normal savings/day-to-day benefits (where applicable).

For Yellow, Orange and Red, Easy-ER ensures direct access to the ER facilities, no questions asked, and KeyHealth will cover the full ER cost.

Why wait any longer? Become a KeyHealth member today and enjoy the peace-of-mind that Easy-ER offers your entire family. Visit www.keyhealthmedical.co.za for more information on how Easy-ER works.