

Diabetes Programme

2023

Diabetes Programme

This document tells you about the benefits offered by the Scheme's Diabetes Management Programme partner; The Centre for Diabetes and Endocrinology (CDE). In it you'll find important information about why we offer this programme to members with diabetes. You'll also find details about the CDE and the services they provide as well as information on how to join the programme.

Good diabetes management is essential to reduce complications

Diabetes Mellitus (diabetes) is a chronic condition which, if left untreated, can result in serious complications like blindness, kidney failure and heart disease. However, it is universally accepted that good control of diabetes will reduce the incidence of these complications.

Patients with diabetes need optimum medical care and education to not only improve their diabetic control, but also their overall state and quality of health.

The Scheme has contracted the services of the CDE to manage your chronic condition. CDE offers a nationwide diabetes disease management programme. A trained multidisciplinary team specialising in diabetes, ensures that optimum care and essential education services are provided.

How to join the programme

Members must register on the CDE programme for type 1 or type 2 diabetes.

To join, please call the Centre for Diabetes and Endocrinology on **011 053 4400** or email members@cdediabetes.co.za.

You can find a CDE Healthcare Practitioner on the website under the "For People with Diabetes" Menu - [CDE - Your Partner in Diabetes - HOME \(cdediabetes.org\)](#)

What you need to do once you are enrolled onto the programme

Stick to the treatment plan

- Diabetic complications must be detected and treated early to prevent long-term ill health. It's very important that you give the CDE the opportunity to educate you about your diabetes and to determine if it is under control.
- You need to attend the minimum visits as described below. You may be removed from the programme if you fail to do so.
- Once you are registered on the programme, you must consult your CDE branch for everything related to your treatment.

Diabetes hospital admissions

- You need to inform Anglo Medical Scheme on **0860 222 633** and your Centre for Diabetes branch of any diabetic related hospital admissions. For more information visit www.angloms.co.za

More about the Centre for Diabetes and Endocrinology

The Centre for Diabetes and Endocrinology is a holistic, multi-specialist diabetes centre in Houghton, Johannesburg. The centre manages diabetes using a team approach. The team includes diabetes specialists, diabetes educators, a dietitian, podiatrists, a clinical psychologist, and biokineticists (exercise specialists).

The centre trains contracted healthcare providers in the principles and practice of good diabetes care, and acts as the central office for a network of affiliated "centres for diabetes" with nationwide coverage. These accredited centres are contracted to provide all the benefits of the Diabetes Management Programme.

The benefits offered by the CDE Diabetes Management Programme

As a member with diabetes, it is essential that you are given the best medical care and that you receive comprehensive education about your condition in order to control it.

When you join the Diabetes Management Programme, you will receive the following benefits:**Doctor visits**

You have access to a minimum of two examinations a year by a CDE doctor. If clinically necessary, you will be able to see the doctor as often as required.

Diabetic foot care

You have access to a podiatrist that will provide you with education and advice on your foot care and risk screening once a year and more often if necessary. Services outside the agreed CDE assessment, will be for your account. Make sure that you understand what service is offered within the programme.

Yearly eye screenings

You are entitled to screening for diabetic-related eye problems with an ophthalmologist (eye specialist). Services outside the agreed CDE assessment, will be for your account. Make sure that you understand what service is offered within the programme.

Diabetes related dietary advice

You get an initial consultation with a dietitian and thereafter a yearly follow-up consultation to discuss any new advances in the dietary management of diabetes. Additional visits to the dietitian can be arranged if clinically necessary.

Diabetes education and support

You have access to a full course in diabetes education, which involves at least two one-hour individual sessions with a diabetes educator, followed by eight one-hour group sessions. You will then be required to attend a one-hour session with the diabetes educator every six months. More sessions with the diabetes educator are available, if clinically necessary.

Laboratory screening

The CDE branch will ensure you have regular laboratory tests to assess and monitor diabetes control, kidney function and cholesterol according to international clinical guidelines.

Medicine and diabetes accessories

The programme covers a select list of medicine and accessories for your diabetes treatment.

Appropriate care for diabetes emergencies and admissions

You need to contact Anglo Medical Scheme on **0860 222 633** to obtain an authorisation for the admission and notify the CDE branch at the time of admissions as well.

Access to a 24-hour CDE telephonic hotline

Trained personnel are available to deal with your diabetes emergency. They will help you and direct the most appropriate action, thereby reducing unnecessary hospital admissions. You will receive the number from your chosen centre on your first consultation.

Complaints process

You may lodge a complaint or query with Anglo Medical Scheme directly on **0860 222 633** or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Anglo Medical Scheme's internal disputes process.

Once you have exhausted all avenues you may contact the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email complaints@medicalschemes.co.za. Customer Care Centre: **0861 123 267** / website www.medicalschemes.co.za.