



## Burn survivor support leaflet

### Who we are

Bankmed (referred to as ‘the Scheme’), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as ‘the administrator’) is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

### Member support information

There are many organisations that specialise in providing help and support to people affected by different kinds of trauma and life-changing events. Below are the details of some of the organisations or groups you may contact for support.

#### **The Burn Foundation of Southern Africa**

The Burn Foundation of Southern Africa is a national public benefit organisation providing support for burn prevention and burn survivor rehabilitation. Through its affiliations with the International Regions of the Burn Foundation and other burn-related support and awareness organisations, the Burn Foundation of Southern Africa aims to develop programmes for prevention and assist in the recovery of those who have suffered a severe burn trauma and their families.

---

#### Contact details

Telephone number: 082 907 0410

Website: [www.burnfoundation.org.za](http://www.burnfoundation.org.za)

#### **Southern Africa Burn Society**

The South African Burn Society is dedicated to the lives of those affected by burn injury by providing patient care, education, research and advocacy.

---

#### Contact details

Website: [www.saburnsociety.co.za](http://www.saburnsociety.co.za)

## Children of Fire

Children of Fire is Africa's first burns charity and is dedicated to sourcing medical treatment for young burn survivors, as well as promoting their emotional development. Over the years, the charity has helped hundreds of children and their families from across Africa deal with the often devastating consequences of injuries caused by burns.

---

### Contact details

Telephone number: 011 726 6529

Website: [www.firechildren.org](http://www.firechildren.org)

---

## Contact us

Should you require further information of support, please do not hesitate to contact us on 0800 BANKMED (0800 226 5633).

## Disclaimer

Bankmed is providing you with this information from the details we receive from the relevant organisations or groups. Providing you with this information does not mean Bankmed necessarily endorses or recommends any of the organisations or groups. Bankmed has made every effort to ensure that the information pertaining to these organisations or groups is correct and reliable. Please use this as a guide only.

You should take the necessary steps to make sure that any decision you make is the right one for your individual circumstances. Bankmed will not be held responsible for any consequences resulting from reliance on this information.

## Complaints process

You may lodge a complaint or query with Bankmed Medical Scheme directly on 0800 BANKMED (0800 226 5633) or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Bankmed Medical Scheme's internal disputes process.

Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via e-mail at [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com). Customer Care Centre: 0861 123 267/website [www.medicalschemes.com](http://www.medicalschemes.com)

