



Parent 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.

Bankmed Trauma Support Counselling Services

This service is available in Johannesburg, Pretoria, Durban and Cape Town. It provides you and your family additional support in a time of crisis, like the one you are experiencing at the moment. Bankmed Trauma Support Counselling Services has trained counsellors who are available night and day to provide telephonic or face-to-face counselling for you.

Face-to-face counselling is only available in Johannesburg, Pretoria, Durban and Cape Town, however, telephonic counselling is available in all areas.

Contact details

Telephone number: 0860 999 911

Lifeline

Lifeline Southern Africa is a service organisation that responds to emotional trauma and individual crises, with a view to providing emotional support. Their range of services focus on supporting and developing individuals, providing them the tools to cope more effectively with the emotional effects of trauma.

Contact details

Telephone number: 0861 322 322

Website: www.lifeline.org.za

The Compassionate Friends

The Compassionate Friends is a self-help organisation offering friendship and understanding to bereaved parents and siblings.

Their primary purpose is to assist them in the positive resolution of the grief experienced when a child dies, and to help them achieve physical and emotional health. The secondary purpose is to provide information and education about bereaved parents and siblings to those who are close to the grieving family. The objective is to help those in the parents and sibling's community, including family, friends, employers, co-workers and professionals to be supportive. They have groups available across the country.

Contact details

Telephone number Johannesburg Chapter: 011 440 6322

Website: www.compassionatefriends.org.za

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. Customer Care Centre: 0861 123 267/website www.medicalschemes.com

