



## Premature baby 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.

#### Little Steps

This is a South African research-based programme for parents of pre-term babies. Little Steps encourages parents to take on their role from the day their baby is born. It aims to provide parents with the knowledge they need to cope with their situation and to care for their new baby.

---

#### Contact details

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

#### South African Multiple Birth Association

The South African Multiple Birth Association – SAMBA – is a forum for parents who are expecting to have, or already are enjoying multiple babies. There is no need to feel lost or overwhelmed at the prospect of expecting more than one as this website will assist in preparation of your multiple arrivals.

---

#### Contact details

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

Facebook link:

<https://www.facebook.com/groups/117728894946624/>

### **Milk Matters**

Milk Matters is a Cape Town-based charity organisation that collects and supplies breast milk to babies whose mothers are unable to breastfeed them. They aim to give babies the best start in life and they also provide breastfeeding information.

---

#### Contact details

---

Telephone number: 021 659 5599/082 895 8004

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

