



rans care



transmed
MEDICAL FUND

FIRST EDITION OF 2024



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Welcome to the first edition of TransCare for 2024

Principal Officer's note



**Petrus
Wassermann**
Principal Officer

Welcome to the first edition of TransCare for 2024.

On behalf of the Transmed team and Board of Trustees, I would like to extend our warmest greetings for 2024 to you.

Strive to make smart choices and live a healthier life in 2024. Eat healthy foods and include fruit, vegetables and whole grains in your meals. Drink water, avoid sugary beverages and try to get enough sleep.

In this edition, we cover mouth ulcers, which are painful areas in the mouth and gums. Also included is an article on actinic purpura, also known as senile purpura, a skin condition in which small purple splotches or bruises form on the forearms and hands.

If you have an email address and you have not updated the information, please contact the customer service department on **0800 110 268** or send an email to **membership@transmed.co.za**. Please include your membership number on all correspondence to the Fund.

We hope that you will take the time to read this newsletter.

We welcome any suggestions that you may have on articles or member benefits you would like to see published in future newsletters. Please send your suggestions to: **suggestions@transmed.co.za**.

Until the next edition.

Warm regards

Petrus Wassermann
Principal Officer



MOUTH ULCERS

Mouth ulcers are painful areas in the mouth and gums. They are also known as canker sores or aphthous ulcers. Mouth ulcers range in size and the exact symptoms of the mouth ulcer will depend on what type of ulcer a person has.

While mostly harmless, mouth ulcers can be extremely uncomfortable and make it difficult for some people to eat, drink and brush their teeth.

Causes

The exact cause of mouth ulcers is still not known and varies from person to person. Still, there are some common causes and several factors that may aggravate mouth ulcers, including the following:

- citrus fruit and other food high in acidity or spice
- biting the tongue or inside of the cheek
- braces, ill-fitting dentures and other apparatus that may rub against the mouth and gums
- a deficient filling
- stress or anxiety
- hormonal changes during pregnancy, puberty and menopause
- medication, including beta-blockers and painkillers
- genetic factors.

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Some people may develop ulcers as a result of a different medical condition or a nutritional deficiency.

Types

Standard ulcers appear on the inner cheeks and last for about a week. Most are harmless and clear up with no medical intervention.

There are **three** main types of mouth ulcers. These include:

1

Herpetiform ulcers (HU)

HUs are a subtype of canker sores or aphthous ulcers and get their name because they resemble the sores associated with herpes. Unlike herpes, HUs are not contagious. HUs recur very quickly and it may appear that the condition never gets better.

2

Minor ulcers

This type can range in size from about 2 mm up to 8 mm across. These ulcers typically take up to two weeks to get better and will cause minor pain.

3

Major ulcers

Bigger than minor ulcers, major ulcers are often irregular in shape, may be raised and penetrate deeper into the tissue than minor ulcers. They can take several weeks to go away and are likely to leave scar tissue when they clear.

Symptoms

Ulcers can be painful and the pain can be made worse by food, drink and poor oral hygiene.

HU lesions may:

- appear as extremely painful ulcers in the mouth
- recur very quickly, so infections seem continuous
- increase in size, eventually coming together to form a large, ragged ulcer
- take ten or more days to heal
- appear anywhere in the mouth.

They tend to be found in more females than males and are more common in older adults.

Symptoms of minor and major ulcers include:

- one or more painful sores that may appear on the cheeks, the roof of the mouth or the tongue
- the appearance of round lesions that have red edges and are yellow, white or grey in the middle.

During more extreme outbreaks of mouth ulcers, some people may experience fever, sluggishness and swollen glands.

Prevention

Maintaining good dental hygiene, including brushing and flossing, may help to prevent mouth ulcers. Avoid foods that can either trigger or worsen symptoms.

Source: <https://www.medicalnewstoday.com/articles/317984>

Actinic PURPURA

Actinic purpura is benign, easy bruising that affects older adults. It's sometimes called 'senile purpura'. This occurs because the skin and the blood vessels become more fragile as we age, making it easier for our skin to bruise from minor trauma. This differs from conditions that cause easy bruising due to bleeding disorders.



What are the symptoms of actinic purpura?

The primary symptom of actinic purpura is large, purplish red bruises that are most common on the backs of the hands or the forearm. They become a brown discolouration as they fade.

These bruises typically last between one and three weeks before fading. They fade to brown instead of having the typical colouration of a fading bruise, which may look blue, green or yellow at different healing points. The brown discolouration may fade, but it could be permanent.

While purpuric lesions most commonly occur on the hands and forearms, they can also occur on mucous membranes, including those in the mouth and even in internal organs.

What causes actinic purpura?

The most common factor that most directly affects the development of actinic purpura is thin, easily damaged skin. Sun damage over a long period of time can also play a role in developing actinic purpura, as this can weaken our connective tissues over time.

Vascular diseases or medication that affect the blood vessels can also contribute to the development of actinic purpura. Diabetes, rheumatoid arthritis and lupus may also increase the likelihood of developing the lesions.

In most cases, actinic purpura develops from minor trauma, even though it looks like the person sustained a serious injury.

Prevention

Actinic purpura is not dangerous and is completely benign, but unless changes are made, the condition is likely to be recurring. To protect your skin from further sun damage when going outdoors, wear sunblock and protective clothing, such as a shirt, hat, pants and sunglasses.

Source: <https://www.healthline.com/health/senile-purpura#symptoms>

Wound care: Cuts and scrapes

These **guidelines** can help you care for minor cuts and scrapes:

- **Wash your hands.** This helps prevent infection.
- **Stop the bleeding.** Minor cuts and scrapes usually stop bleeding on their own. If needed, gently press the wound with a clean bandage or cloth. Raise the area until the bleeding stops.
- **Clean the wound.** Rinse the wound with water. Keeping the wound under running water will lower the risk of infection. Wash around the wound with soap, but don't get soap in the wound and don't use hydrogen peroxide or iodine. Both can irritate wounds. Remove any dirt or debris with tweezers cleaned with alcohol. See a healthcare professional if you can't remove all debris.
- **Put on an antibiotic ointment or petroleum jelly.** Put on a thin layer of an antibiotic ointment or petroleum jelly to keep the surface moist and help prevent scarring. Ingredients in some antibiotic ointments can cause a mild rash in some people. If you get a rash, stop using the ointment.
- **Cover the wound.** Put on a bandage, rolled gauze or gauze held in place with paper tape. Covering the wound keeps it clean. If you have just a minor scrape or scratch, don't cover it.
- **Change the covering.** Do this at least once a day or whenever the covering becomes wet or dirty.
- **Get a tetanus shot.** Get a tetanus shot if you haven't had one in the past five years and the wound is deep or dirty.
- **Watch for signs of infection.** See a health care professional if you see signs of infection on the skin or near the wound. These include expanding changes in colour, increasing pain, drainage, warmth or swelling.



Updating information

The accuracy of members' details on the Transmed Medical Fund database is very important. Transmed continuously communicates with members via SMS, email or post and therefore it is imperative for members to keep their contact details updated. Please ensure that your residential, postal and email addresses, as well as telephone numbers, banking details and dependant details, are correct. Incorrect details will result in members not receiving important Fund information and communication.

Important notice:

It is the principal member's responsibility to inform the Fund within thirty (30) days of any changes that may have an effect on his or her membership.

Submission of CLAIMS

When submitting a claim, make sure the following information is on the healthcare service provider's invoice/claim:

- Your membership number
- Your surname and initials
- The patient's name and beneficiary code as it appears on your membership card
- The patient's ID number or date of birth
- The date on which the service was rendered
- The name and practice number of the service provider
- The referring healthcare provider's practice number (on specialist claims)
- The tariff codes
- The required ICD-10 codes.

IMPORTANT CONTACT DETAILS

WHO TO CALL TO GET IN TOUCH WITH THE FUND

Services	Contact numbers
Customer service department (general queries)	0800 110 268
Chronic medication application	0800 122 263
Hospital and major medical pre-authorisation	0800 225 151
Optical services (PPN)	0861 103 529
Dental services (DENIS)	0860 104 941
HIV/AIDS	0860 109 793
Ambulance authorisation	0800 115 750
Fraud hotline	0800 000 436
WhatsApp	0860 005 037

IMPORTANT EMAIL ADDRESSES

Services	Email addresses
Enquiries	enquiries@transmed.co.za
Banking details and membership	membership@transmed.co.za
Compliments	compliments@transmed.co.za
Complaints	complaints@transmed.co.za
Appeals	appeals@transmed.co.za
Claims	claims@transmed.co.za
Ex gratia	exgratia@transmed.co.za
Suggestions	suggestions@transmed.co.za

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