



transmed  
MEDICAL FUND

# TransCare

THIRD EDITION 2021



# 2021

## IN THIS EDITION:

- Principal Officer's note
- Protection of your personal information
- Age macular degeneration (AMD)
- Eye care
- Breast cancer
- Updating your banking details
- Wearing of face masks
- Important contact details



Welcome to the third edition of  
TransCare for 2021

# Principal Officer's note

▲ Petrus Wassermann  
Principal Officer



Welcome to the third edition of TransCare for 2021. Spring brings new life and everything blooms, making it possibly nature's most beautiful season.

Our main health article in this issue covers basic information about age macular degeneration. As healthy eyes are an important part of your overall health, we have also included an article on eye care.

We also provide information on the Protection of Personal Information Act (POPIA), which came into effect on 1 July 2021, and provide some useful tips to safeguard your personal information.

I sincerely hope that you enjoy the newsletter and, should you wish to give us feedback, please do not hesitate to do so by sending an email to [suggestions@transmed.co.za](mailto:suggestions@transmed.co.za).

Until the next issue, stay healthy and keep well.

Warm regards

**Petrus Wassermann**  
Principal Officer

# Protection of your personal information

The Protection of  
Personal Information  
Act, 2013 (POPIA)  
regulations came into  
effect on **1 July 2021**.

The purpose of POPIA is to  
protect your right to privacy  
and to regulate how  
personal information is  
processed by public and  
private organisations.



Personal information is information that identifies a person. This includes, but is not limited to, the following information:

- race, gender, marital status, age, language, birth, mental health, wellbeing or disability
- educational, medical, financial, criminal or employment history
- nationality and ethnic or social origin
- biometric information, such as fingerprints, signatures and voice or face recognition
- identifying number, symbol, email address, physical address, telephone number, cell phone number or location information.

We have enhanced our processes to include password encryption on all communication with personally identifiable information sent to you via email. To view these communications, you will need to enter a password, which will be your membership number, unless otherwise specified. This ensures that your personal information is secure, in line with POPIA regulations.

It is important that Transmed has your and especially any of your adult dependants' latest

contact details on record. By law, any person aged 18 and older is regarded as an adult. This privacy law entitles your adult dependants to confidentiality of their Transmed membership information.

You can update your and your dependants' contact details by contacting Transmed through one of the following channels:

- Customer service department: 0800 110 268
- Email: [membership@transmed.co.za](mailto:membership@transmed.co.za)
- Fax: 011 381 2041/42
- Post: Premium management department, PO Box 2269, Bellville 7535.

A Contact information of dependants 18 years and older form can be obtained at [www.transmed.co.za](http://www.transmed.co.za) or from the customer service department on 0800 110 268.

Continues on page 4 >>

# Protection of your personal information

**Useful tips**  
to safeguard  
your personal  
information



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## CELL PHONE

- Use a PIN, lock code, pattern lock or use your finger print.
- Be wary of using public Wi-Fi.
- Only download official apps from the app stores.
- Ensure that your operating system is always up to date.



## LAPTOP AND PERSONAL COMPUTER

- Use your lock slot to secure your laptop.
- A strong password is a password that is difficult for a machine or person to guess. Using a variety of character types, such as upper case, lower case, numbers and symbols, helps to strengthen a password.
- When you leave your desk, lock your screen.



## OTHER TIPS

- Lock up all personal documentation.
- Do not leave any personal information or documentation lying around.
- Do not leave documents in your car.
- Ensure that you have a robust and up-to-date internet security package running.
- Verify the website you are on is safe. Check that the URL begins with *https* – the 's' stands for 'secure'.



# Age macular degeneration (AMD)



## What is AMD?

AMD is a vision change that can gradually create blurry eyesight over time.

AMD affects the macula, the small central area of the retina that maintains our sharpest vision. The health of the macula determines our ability to read, recognise faces, drive, watch television, use a digital device and perform any other detailed visual task.

## TYPES OF AMD

**There are two types of AMD:**

- **Dry AMD is the most common form.**

Dry AMD is due to an accumulation of proteins in the macula that causes the retinal cells above them to lose function. These protein deposits are called drusen. Most patients with dry AMD notice a gradual, painless loss of vision that progresses with time.

- **Wet AMD is a more visually threatening condition and accounts for 10% to 20% of AMD cases.**

Wet AMD is caused by leaky blood vessels in the retina. These abnormal blood vessels may leak fluids or blood into the back of the eye.

Patients with wet AMD typically experience more significant vision loss than those with dry AMD. The vision loss caused by wet AMD is often noticed by the patient once the condition is very serious.

## SYMPTOMS OF MACULAR DEGENERATION

Early signs of vision loss from AMD include shadowy areas in your central vision or unusually fuzzy or distorted vision. Some patients may notice wavy or distorted words when reading.



# Age

## macular degeneration

(AMD)

Continues >>

Additional symptoms include difficulty seeing details in poor lighting conditions and glare sensitivity.

Many patients do not notice the symptoms of AMD if they are present in only one eye or more pronounced in one eye than the other. When looking at something with both eyes simultaneously, the symptoms of blurring and distortion may not be noticed.

### WHO IS AT RISK OF DEVELOPING AMD?

Though macular degeneration is associated with ageing, evidence suggests that the following are also contributing factors:

- gender
- obesity and inactivity
- heredity
- cardiovascular disease
- smoking.

### TREATMENT FOR AMD

There is currently no cure for AMD. However, some interventions may delay AMD progression or even improve vision. Management of macular degeneration depends on whether the disease is in its early stage (dry form) or in its more advanced stage (wet form), which can lead to serious vision impairment.

For early stage macular degeneration, nutritional interventions such as eating green leafy vegetables and fish may help prevent the progression of the disease to the advanced stage.


For late macular degeneration, interventions such as laser surgery, photodynamic therapy and vascular endothelial growth factor (VEGF) are available.

Source: <https://www.allaboutvision.com/conditions/amd.htm>

# Eye care

It's important to take care  
of your eyes. These eye care  
tips can help you to keep  
your eyes healthy.

- **Follow a healthy, balanced diet:** A well-balanced diet that includes plenty of fresh fruit and vegetables can help to keep your eyes healthy. Include omega-3 fatty acids in your diet.
- **Wear sunglasses:** Protect your eyes from the sun by wearing sunglasses. Be sure to look for sunglasses that block 99% to 100% of both UVA and UVB radiation.
- **Avoid smoking:** Smoking increases the risk of developing age-related eye diseases, such as macular degeneration and cataracts, and can damage the optic nerve.
- **If you wear contact lenses, take steps to prevent eye infections:** Wash your hands well before you put in or take out your contact lenses. Also follow the instructions on how to properly clean them and replace them when needed.
- **Give your eyes a rest:** If you spend a lot of time using a computer, you can forget to blink your eyes and your eyes can get tired. To reduce eyestrain, try the 20-20-20 rule: Every 20 minutes, look away about 20 feet (six metres) in front of you for 20 seconds.



A well-balanced diet that includes plenty of fresh fruit and vegetables can help to keep your eyes healthy.



A photograph of three women of different ages sitting together against a white brick wall. The woman on the left is a young adult with long blonde hair, wearing a red tank top. The woman in the middle is a middle-aged woman with short blonde hair, wearing a pink t-shirt and a necklace. The woman on the right is an older woman with short blonde hair, wearing a light pink t-shirt and large earrings. All three women are smiling and have a small pink ribbon pinned to their clothing. A semi-transparent purple banner is overlaid across the middle of the image, containing the title and a paragraph of text.

# Breast cancer

September is Breast Cancer Awareness Month. Breast cancer is the most common cancer affecting South African women. Early detection is the key. Everyone should know the warning signs of breast cancer and any time an abnormality is discovered it should be investigated by a healthcare professional.

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### The warning signs of breast cancer are:

- a puckering of the skin of the breast
- a lump in the breast or armpit
- a change in the skin around the nipple or nipple discharge
- dimpling of the nipple or nipple retraction
- an unusual increase in the size of one breast
- one breast unusually lower than the other and nipple at different levels
- an enlargement of the glands
- an unusual swelling in the armpit.

Early detection of breast cancer can lead to effective treatment and a positive prognosis.



# Updating of your banking details

It is of the utmost importance for Transmed to have your correct banking details for the following purposes:

- reimbursement of claim or contribution refunds; inaccurate banking details may result in a delay in the payment of refunds or in payment into an incorrect account.
- payment of contributions via automated clearing bureau (ACB) deduction (debit order).

**Non-payment or delayed payment of a contribution can lead to the suspension or termination of membership.**

If your banking details have changed recently, you need to inform Transmed within 30 days of the change.

Should you neglect to inform Transmed of the change in banking details and refunds are deposited into an incorrect account due to your omission to inform Transmed, Transmed will not accept any liability for the loss.

To update your banking details, the following information is required:

- a copy of your ID; and
- a bank account statement or letter from the bank with a bank stamp as confirmation (not older than three months).

The following banking information is required:

- name of account holder
- account number
- bank name
- branch code
- account type (cheque/current or savings).

You may use any of the following channels to update your banking details.

- Email: [membership@transmed.co.za](mailto:membership@transmed.co.za)
- Fax: 011 381 2041/42
- Post: Premium Management  
Department, PO Box 2269,  
Bellville 7535



# Wearing of face masks

Even if you don't have symptoms, masks are important to reduce the spread of COVID-19.

Here are a few reasons to wear a face mask:

- They reduce viral transmission.
- They prevent asymptomatic spread of the virus.
- You are protecting others from illness.
- They are mandated by law.

**Be  
smart:  
Wear  
your  
mask.**



# IMPORTANT CONTACT DETAILS



## 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)	0860 304 060 / 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

## Services

## Email address

Enquiries	<a href="mailto:enquiries@transmed.co.za">enquiries@transmed.co.za</a>
Banking details and membership	<a href="mailto:membership@transmed.co.za">membership@transmed.co.za</a>
Compliments	<a href="mailto:compliments@transmed.co.za">compliments@transmed.co.za</a>
Complaints	<a href="mailto:complaints@transmed.co.za">complaints@transmed.co.za</a>
Appeals	<a href="mailto:appeals@transmed.co.za">appeals@transmed.co.za</a>
Claims	<a href="mailto:claims@transmed.co.za">claims@transmed.co.za</a>
Ex gratia	<a href="mailto:exgratia@transmed.co.za">exgratia@transmed.co.za</a>
Suggestions	<a href="mailto:suggestions@transmed.co.za">suggestions@transmed.co.za</a>

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