



FOR **ALL OUR** PEOPLE



transmed
MEDICAL FUND

TransHealth

FIRST EDITION OF 2026

In this edition:

- Principal Officer's note
- Swollen eyelids
- Overactive bladder
- Myocarditis
- Oral hygiene habits for a lifetime of good oral health
- Positive thinking!
- Helpful tips for using Fund benefits
- Transmed rate
- Important contact details
- Competition entry

Principal Officer's note



TransHealth | First Edition of 2026

Welcome to the first edition of our newsletter for 2026. I would like to take this opportunity to wish all our members well for 2026. May your year be filled with health, happiness and success. We look forward to continuing our excellent service to you.

In this edition, we focus on three health conditions: swollen eyelids, overactive bladder and myocarditis. While these conditions may seem unrelated, each can have a distinct and significant impact on a person's daily life and well-being. Swollen eyelids often signal an underlying condition, such as allergies or infection, while an overactive bladder can lead to frequent and urgent trips to the restroom. Myocarditis is an inflammation of the heart muscle that can affect the body's ability to pump blood effectively.

Remember to let the Fund know when your contact details have changed. If the Fund doesn't have updated contact details for you, we are unable to send you communication. If you have an email address and you have not updated the information, please contact the customer service department on **0800 450 010** or email **membership@transmed.co.za**. Please include your membership number on all correspondence to the Fund.

In our regular competition, we ask you to indicate whether certain statements are true or false. All the answers are in this edition, so read carefully before answering. On that note, I would also like to congratulate the winners of the previous competition.

We trust that you will enjoy the newsletter and 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**.

Happy reading.

Petrus Wassermann

Principal Officer



transmed
MEDICAL FUND

Swollen eyelids

A swollen eyelid is usually a symptom, not a condition. It is very common and usually due to allergies, inflammation, infection or injury. The skin of your eyelids is less than one millimetre thick. But since the tissue is loose and stretchy, your eyelids can swell a lot.

The eyelid is a complex, fully functioning skin tissue made up of eyelashes, tear glands, sweat glands and sebaceous (oil or meibomian) glands, among other parts. These tissues can develop inflammatory reactions, leading to a swollen eyelid.

Your eyelids have more functions than you might think. They:

- keep sweat out of your eyes
- trigger a reflex where your eyelids close when insects or other objects come near
- stop dust and pollen from getting in your eyes
- keep your eyes lubricated by spreading tears and other fluids around
- keep eyes from drying out while you sleep.

Causes

A swollen eyelid is usually a sign of a medical condition, such as:

- allergies
- a clogged oil gland on your eyelid called a chalazion
- pink eye (conjunctivitis)
- an infection of a gland inside your eyelid or at the base of your eyelash called a sty (hordeolum).

Less common reasons for swollen eyelids include:

- eyelid infection around the skin of your eyelids or around the eyes (preseptal cellulitis or periorbital cellulitis)
- inflamed eyelids (blepharitis)
- shingles
- thyroid conditions such as Graves' disease
- general body swelling, such as with a kidney disease called nephrotic syndrome
- infection around your eye socket (orbital cellulitis, which is rare)
- infected blood clot blocking a vein at the base of your brain (cavernous sinus thrombosis, which is rare).

Depending on the cause, you may get swelling in one or both eyelids. Most of these conditions aren't serious, but you should make sure to clean and care for your eyes if your eyelid is swollen.

Treatment

To relieve eyelid swelling and keep your eyes clear and healthy, try these swollen eyelid home treatments:

• Apply a compress

Run a clean cloth under warm water and hold it gently on your eyes. Do this twice a day for 15 minutes at a time to help loosen crusty discharge and get rid of any oil that might be plugging your glands. The heat helps to unblock your glands. A cold compress (putting the cloth in cold water) can also work if you just need to get swelling down.

• Gently wash the area

After applying a compress, use a cotton swab or washcloth to gently clean your eyelids with diluted baby shampoo. Rinse your eye area well afterwards. You can use a saline solution to rinse if you have any discharge or crust around your eye or in your eyelashes.

• Leave your eyes alone

While you have eyelid swelling, don't wear eye makeup or contact lenses. Get plenty of sleep and avoid direct sunlight so your eyes can rest. Avoid touching your eyelids unless you're treating them.

• Use eye drops

Use over-the-counter (OTC) artificial tears to keep your eyes moist and comfortable. Try antihistamine drops as well if your eyelid is swollen due to allergens.

Source: <https://www.webmd.com/skin-problems-and-treatments/remedies-to-relieve-swollen-eyelid>

Overactive bladder

Overactive bladder, also called OAB, causes sudden urges to urinate that may be hard to control. There might be a need to pass urine many times during the day and night. There might also be loss of urine that isn't intended, called urgency incontinence.

Symptoms

If you have an overactive bladder, you may:

- feel a sudden urge to urinate that's hard to control
- lose urine without meaning to after an urgent need to urinate
- urinate often; this can mean eight or more times in 24 hours
- wake up more than twice a night to urinate, called nocturia.

Causes

The kidneys make urine, which drains into the bladder. When urinating, urine passes from the bladder through a tube called the urethra. A muscle in the urethra called the sphincter opens to release urine out of the body.

In women, the urethral opening is just above the vaginal opening. In men, the urethral opening is at the tip of the penis.

As the bladder fills, nerve signals sent to the brain trigger the need to urinate. When urinating, these nerve signals cause the pelvic floor muscles and the muscles of the urethra, called the urinary sphincter muscles, to relax. The muscles of the bladder tighten or contract, pushing the urine out.

Involuntary bladder contractions

Overactive bladder happens when the muscles of the bladder start to tighten on their own, even when the amount of urine in the bladder is low. These are called involuntary contractions. They cause an urgent need to urinate.

Several conditions may be a part of overactive bladder, including:

- conditions that affect the bladder, such as tumours or bladder stones
- conditions that affect the brain and spinal cord, such as stroke and multiple sclerosis
- diabetes
- factors that get in the way of urine leaving the bladder, such as an enlarged prostate, constipation or having had surgery to treat lack of control over urinating, called incontinence
- urinary tract infections, which can cause symptoms like those of an overactive bladder.

Overactive bladder symptoms may also be linked to:

- cognitive decline due to ageing; this can make it harder for the bladder to use the signals it gets from the brain
- drinking too much caffeine or alcohol
- medicines that cause the body to make a lot of urine or that need to be taken with a lot of fluids
- not being able to get to the bathroom quickly enough
- not emptying the bladder all the way, leading to not enough space in the bladder for more urine.

Risk factors

Ageing increases the risk of overactive bladder. So does being female. Conditions such as an enlarged prostate and diabetes can also increase the risk.

Many people who experience a decline in thinking ability, such as those who have had a stroke or have Alzheimer's disease, get an overactive bladder. That is because they are less able to notice when they need to urinate. Drinking fluids on a schedule, timing and prompting urination, as well as wearing absorbent garments can help manage the condition.

Some people with an overactive bladder also have trouble with bowel control. Tell your healthcare professional if you're having trouble controlling your bowels.

Prevention

These healthy lifestyle choices may reduce your risk of overactive bladder:

- If possible, get regular, daily physical activity and exercise.
- Limit caffeine and alcohol.
- Maintain a healthy weight.
- Manage chronic conditions, such as diabetes, that might add to overactive bladder symptoms.
- Quit smoking.

Source: <https://www.mayoclinic.org/diseases-conditions/overactive-bladder/symptoms-causes/syc-20355715>

Myocarditis

Myocarditis is inflammation of the heart muscle or myocardium that directly affects heart muscle cells or cardiac myocytes. This inflammation weakens your heart muscles, making it harder for your heart to pump. This can be caused by viral infections or inflammatory conditions.

Symptoms

You may have no symptoms, few symptoms or many symptoms and they may be more severe in some people than in others. Myocarditis symptoms include:

- shortness of breath
- tiredness
- fever
- chest pain
- heart palpitations
- pain in your abdomen
- light-headedness
- abnormal heart rhythm
- fainting
- no appetite
- feeling weak
- swollen legs or feet
- being unable to exercise.

What causes myocarditis?

Many times, the cause of myocarditis is unknown. Most often, the cause is a viral infection. These infections include:

- flu
- herpesvirus 6
- adenovirus
- coxsackie virus
- parvovirus B19
- SARS-CoV-2 (COVID-19).

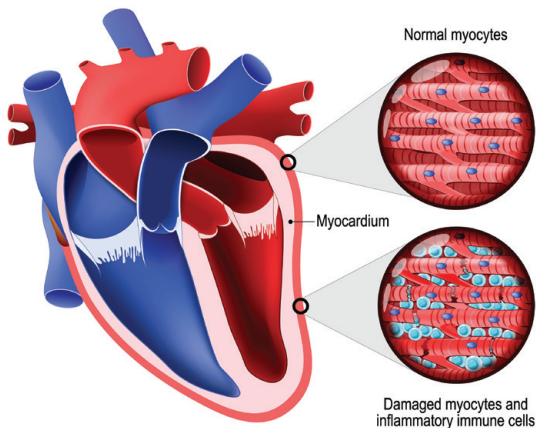
Other causes of myocarditis include:

- bacteria
- fungi (rarely)
- Chagas disease
- rheumatic fever
- autoimmune diseases like rheumatoid arthritis or lupus
- exposure to things like radiation or heavy metals.

How can I reduce my risk?

Unfortunately, it's very hard to avoid many of the things that cause myocarditis. The best way is to wash your hands often and stay healthy to keep you from getting infections that can bring about myocarditis. Limiting your alcohol intake and staying up to date on the flu vaccine are also important.

Source: <https://my.clevelandclinic.org/health/diseases/22129-myocarditis>





Oral hygiene habits for a lifetime of good oral health

At the start of the new school year, children of every grade face unknown challenges. Give your child a little boost of confidence by focussing on one thing that they can control – their oral hygiene habits.

Taking care of your children’s teeth is about more than avoiding cavities. Healthy teeth help them eat, speak and feel confident. Good oral health also supports overall health as they grow. Poor oral care can cause tooth decay, gum disease and infections. This might ultimately lead to pain, which could also make it hard for them to concentrate in school.

For younger children, good oral health is especially important, because their primary (baby) teeth guide the growth of their permanent teeth. Healthy baby teeth help ensure proper spacing, alignment and jaw development, which can prevent dental issues that require orthodontic treatment in the future.

Encourage good oral hygiene habits

With the right habits and routines, parents can help their children maintain healthy teeth and gums, setting them up for a lifetime of good oral health:

Start good habits early

After feeding, wipe your baby’s gums with a clean, damp washcloth. Once the first tooth appears, start brushing with a soft-bristled toothbrush and a tiny smear of fluoride toothpaste.

continues on page 8 >>



continues >>

Lead by example

Children often mimic their parents' actions, so let them see you brushing and flossing your teeth regularly. This shows the importance of oral hygiene and you can also make it a fun, shared family activity.

Set a routine

Establishing a routine helps make oral care a natural part of their day. Encourage your child to brush their teeth twice a day – once in the morning and once before bed – and to floss at least two times a week.

Teach them how to do it

For younger children, supervise brushing and flossing to ensure all areas of the mouth are cleaned. Give your child simplified instructions numerous times and focus on the brushing, rather than a perfect brushing technique. Gradually give your child more independence as they get older, but continue to check their progress occasionally.

Make it fun

Turn brushing into a game. Set a timer and challenge them to brush for the full duration and celebrate small wins, such as brushing for two minutes or remembering to floss. Add a reward system with stickers or a chart to track their progress.

Create a brushing playlist with your child's favourite songs or find songs specifically designed for brushing teeth. Playing music can turn the routine into a dance party and help them brush for the recommended two minutes.

Read a short story or tell a fun tale while they brush. This can help pass the time and make the experience more enjoyable.

Visit the dentist regularly

Take your child for their first dental visit by their first birthday and continue with visits twice a year. A dentist can identify and address potential issues early and provide preventative treatments to help keep their teeth healthy.

Smart snacking for oral health

- Cut down on sweets, sugary foods and sugar-filled drinks – make water their main drink.
- Offer snacks like cheese, nuts or fresh fruit and vegetables.
- Keep healthy snack options at home to reduce impulsive choices.
- Encourage them to rinse their mouth with water after every meal or snack.
- After brushing teeth at night, do not let them eat or drink anything other than water before going to bed.

Source: DENIS



denis

Positive thinking!

What is positive thinking?

Positive thinking is the practice of focussing on the good in any given situation. It can have a big impact on your physical and mental health. Positive thinking does not mean ignoring reality or making light of problems. It simply means approaching the good and the bad in life with the expectation that things will go well.

Below are some practical tips to achieve positive thinking:

- Begin each day with a grateful heart.
- Focus on the good things.
- Use positive words when speaking.
- Find humour in bad situations.
- Turn failures into lessons.
- Focus on the present.
- Surround yourself with positive people.
- Change the tone of your thoughts from negative to positive.



Helpful tips for using Fund benefits

- Ensure that your service provider includes the correct ICD-10 diagnosis codes on your invoice or claim.
- Ensure that all claims are submitted on time, as claims older than four months will be regarded as stale and cannot be paid by the Fund.
- Understand the rules of the Fund, allocated benefits, benefit limits and if there are any criteria that must be met to qualify for such benefits.
- Where available, use generic instead of brand-name medication to conserve your benefits. Consult your doctor or pharmacist if you are unsure.
- Ask your doctor to charge Transmed rates instead of private rates. Don't be afraid to negotiate. You might otherwise end up with substantial co-payments.
- Consult your pharmacist for minor ailments, such as colds, blood pressure monitoring and blood sugar testing. This can save you the cost of a doctor's consultation.
- Check your claims statements for correctness.
- Ensure that your membership details are correct and true and that the Fund is only billed for services received by you.
- Read the Fund's communication carefully and empower yourself!
- Keep all the relevant contact numbers of the Fund handy for future reference.

By empowering yourself with the necessary knowledge regarding the Fund and its rules and benefits, you will receive maximum benefit and peace of mind for you and your loved ones.

Transmed rate

Services are paid at the Transmed rate, as published by the Fund on an annual basis.

When a service provider charges in excess of the Transmed or any other negotiated rate, the member will be responsible for paying the resulting difference in cost, unless it is a prescribed minimum benefit (PMB)-related service obtained on an involuntary basis, which will be dealt with in terms of the PMB provisions.

It is therefore in a member's best interest to negotiate with a service provider to charge the Transmed rate.



transmed
MEDICAL FUND

Important contact details

Who to call to get in touch with the Fund

Services	Link plan	Select plan
Customer service department	Universal Healthcare 0861 686 278 transmed@universal.co.za	0800 450 010 enquiries@transmed.co.za
Membership and contributions	0800 450 010	0800 450 010
Hospital and major medical pre-authorisation	Universal Healthcare 0861 686 278	0800 225 151
Disease programmes	Universal Healthcare 0861 686 278	0800 225 151
Ambulance authorisation	0800 115 750	0800 115 750
HIV/AIDS	Universal Healthcare 0861 686 278	0860 109 793
Dental services	Universal Healthcare 0861 686 278	0860 104 941
Optical services	Universal Healthcare 0861 686 278	PPN 0861 103 529
Fraud hotline	0800 000 436	0800 000 436
WhatsApp	031 574 3913	031 574 3913

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
External service provider for the Link Plan (Universal Healthcare)	transmed@universal.co.za

DISCLAIMER:

The information and articles in this newsletter do not constitute medical advice or a medical claim for any product of any nature whatsoever on behalf of the publisher, Fund, Administrator or the distributor. Consult a qualified healthcare practitioner for diagnosis or treatment of any diseases or medical conditions.

It is with great pleasure that we announce the **winners** of the brainteaser competition from the **fourth edition** of TransHealth for 2025.

First prize: Mr AS Botha
Second prize: Mr PS Wolfaardt
Third prize: Mr GAG Huysamen

SOLUTION FROM THE PREVIOUS COMPETITION

Missing word: **STENOSIS**

WIN WITH TRANSMED

True or false competition

We are giving away prizes to the winners of our true or false competition. All you need to do is to indicate whether the statements are true or false. You will find the answers in this edition of the newsletter. The first correct entry will win R2 000. The second and third correct entries will each win R1 000. **Please note that terms and conditions apply.**

You may use the following channels to forward your answers:

- **Post:** True or false competition, PO Box 2269, Bellville 7535
- **Email:** enquiries@transmed.co.za

Your entry form must reach Transmed Medical Fund by no later than 31 May 2026.

Please indicate whether the following statements are true or false by ticking the relevant box below:

- | | | | | |
|---|--------------------------|------|--------------------------|-------|
| 1. Positive thinking is the practice of focussing on the good in any given situation. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 2. Services are paid at cost. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 3. Surround yourself with negative people. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 4. Myocarditis is inflammation of the heart muscle or myocardium. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 5. A swollen eyelid is usually a condition and not a symptom. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 6. The number to call for hospital and major medical pre-authorisation is 0800 115 750. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 7. Encourage your child to brush their teeth once a day. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |
| 8. Cut down on cheese, nuts or fresh fruits and vegetables. | <input type="checkbox"/> | True | <input type="checkbox"/> | False |

Full name:

Physical address:

Postal address:

Email address:

Membership number:

Contact phone number:

Terms and conditions

- The competition is only open to Transmed Medical Fund members and their registered dependants.
- Late entries will not be considered for the draw.
- Please note that entries may be posted or emailed to Transmed.
- Winners will be notified telephonically and their names will be published in the TransHealth newsletter. Transmed may require the publication of the photographs of the winners.
- The judges' decision is final and no correspondence will be entered into.
- Entry into the competition signifies acceptance of all rules.