




medicare **24**

COMPANY PORTFOLIO

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*“Wherever the art of medicine is
loved there is also a love of humanity”*

— Hippocrates

MEDICAL PATIENT INFORMATION

Full Name _____

Gender _____

Sex _____

Phone # _____

E-mail _____

Cell _____

Signature _____

Date of birth _____
City/State _____

Zip _____

Secondary _____

First _____



ABOUT MEDICARE24

Medicare24 was established with the objective of providing a full spectrum of holistic wellness solutions, from basic healthcare to financial wellness solutions, suitable and accessible both to corporates and individuals alike.

Our basket of comprehensive services offers the following:

- Primary Healthcare
- Occupational Healthcare
- Public Clinic Facilities
- Medical and Hospital Facility Management
- Employee Assistance Programmes (EAP) and Training.

Note: Primary and Occupational Healthcare solutions meet the specific needs and demands of individual clients.

For over a decade, management and staff have provided Primary and Occupational Healthcare solutions and Emergency Medical Services to various industries, including:

- Gaming
- Mining
- Engineering
- Freight Hospitality and Blue Chip Corporates
- Large Corporates
- General Public (private individuals/family units)

Note: Integrated Wellness Management Systems have resulted in marked decreases in absenteeism and thus proven cost-effective.



CEO MESSAGE

**Michael Van Wyk: Group Executive Officer
(Medicare24 Holdings (PTY) and all subsidiaries)**

Michael van Wyk is a seasoned, proven leader in the healthcare management field. He has extensive international experience with strategy, execution on disaster management, and management of other sophisticated healthcare operations. Multiple accolades have been extended to him for his outstanding efforts in disaster management, including a special award for excellence from the Indonesian Government for a healthcare facility erected amidst the chaos following the tsunami. He has a genuine passion for world-class healthcare that is affordable and accessible to all in the community. Michael has many qualifications, which include a Master of Business Administration degree (with emphasis on top healthcare management), a BCom Law degree, and several other degrees from abroad. He leads his team supported by his vast experience and many outstanding qualifications. Michael is a charismatic leader with an incredible track record which includes steering the group through the many obstacles presented by the COVID-19 pandemic.

MISSION STATEMENT

We are changing the future of the Medical Service Industry in South Africa and the Continent. We have the best-trained and most efficient teams in the industry. Our teams provide affordable, world-class health and wellness solutions and facilities to corporates and individuals alike. Our solutions encompass the individual's physical, mental, and emotional wellness. Our corporate clients benefit through our Occupational Health offerings afforded to their employees. We have highly efficient public clinic facilities with state-of-the-art medical equipment.

Medicare24 actively supports and encourages Black Economic Empowerment. We constantly invest in and train individuals to become leaders in their communities. We positively create sustainable businesses in both local and international markets.

Our company organogram uses specifically focused flow-through charts to eliminate the risk of 'sole responsibility' to restore critical business functions to our clients. We have dedicated all our efforts to ensuring increased sustainability and growth with our unique company structure.





VISION AND VALUES

To create a world with healthy, well-balanced communities and thriving businesses, where employment, high-quality health care, and facilities are available to all. Where every human being is treated with the dignity, respect, and care that they deserve. We aim to make Primary and Occupational Health Services as well as training centres accessible to all medium/high-density areas throughout South Africa and the Continent.

Health Empowerment

We not only treat illnesses but strive to inspire, empower and motivate humanity to take responsibility for their physical health, mental health, vitality, and well-being. We facilitate this by providing holistic training, innovative educational programs, and world-class medical services.

Sustainable Corporate Services

We believe that healthy employees result in a healthy business environment with decreased absenteeism and increased productivity.

Professionalism

All laws and ethics governing our business units within every country in which we operate are respected, understood and strictly abided by. They exist to protect the rights of the resident population of that country. At the same time, we ensure that the professional services we offer and our excellent reputation are not compromised in any way.

Quality Service

Our internal IT Platform ensures employee compliance with company values, policies, and ongoing innovative improvements to service delivery levels, thus enabling us to provide people with access and the right to the very best health care possible.

OUR VALUES



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OUR VALUES

Personalised Service

While so many industries operate using automated systems, we still believe in the value of human interaction and ensure that there is always a human being to assist.

Integrity and Trust

Our employees act with integrity and honesty with community members. In this way, they build meaningful relationships based on trust. They fully understand the impact a trusting relationship has on the will of an individual to recover and maintain their health.

Black Economic Empowerment

We understand the importance of investing in previously disadvantaged individuals who show the potential to improve and make a positive impact in the communities in which they live.

The Environment

Every individual is responsible for reducing the effects of global warming to preserve our planet for future generations. We are serious about reducing our Global footprint and avidly encourage and support green initiatives.

BBBEE Status

We value the idea and proposition of investing in individuals who were previously disadvantaged with the potential to further not only themselves but the communities in which they reside. Medicare24 Holdings (PTY) LTD has a BBBEE procurement recognized with a level of 135% and is rated a Level One Contributor. (Renaissance SA Rating Ltd, a SANAS-accredited verification agency).





Business Contingency Plan

Our objective is to change the future of the Medical Services Industry in South Africa and the Continent. Medicare24 is committed to providing affordable, innovative, and meaningful services to businesses, which will benefit their staff members, resulting in many benefits to the business. This strategic risk focus ensures the Executive Committee or the company's Board is the home of health and welfare management. Key Performance Indicators (KPIs) for the programme are monitored by the CEO or MD and reported at the board meeting, the same as any other business risk. The only competitive advantage of an organisation is directly dependent on the level of service its staff provides. Thus, an investment in the health and well-being of any organisation makes strategic sense and results in a competitive edge. An investment in wellness is an investment in asset management. Our solutions help maintain the optimum performance of each individual within an organisation.

A simple process to monitor and evaluate each of their employees is affected by the respective company, the results of which are evident within a short period and save in the following areas:

- Decreased absenteeism
- Increased staff retention
- Reduced recruitment costs
- Reduced overtime and temporary staff payroll burden
- Lower administration costs

Governance and Compliance

Medicare24 is governed and regulated by two primary external parties, the Department of Labour and a group of independent auditors. There are also extensive internal measures to ensure the security of client information. We carry sufficient professional indemnity, fidelity insurance, and liability cover for directors and officers. Our internal Audit, Risk, and Compliance Committee regularly assess the mix of skills and experience among our employees, and the results are reported to the Board of Directors for review.

FACTS



Medicare24 has Public Liability Insurance for all its employees to the value of R5 million per contract site.

We have Malpractice Insurance to the value of R10 million per contract site.

Our VAT Clearance Certificate is available on request. A Letter of Good Standing from the Department of Labour is also available on request.



Accreditations

The directors, management, and/or relevant staff members of Medicare24 are accredited by the following government departments and/or professional organisations:

- Department of Labour
- Department of Health
- Health and Welfare Sector Education and Training Authority
- Institute of Safety Management (IOSM)
- National Fire Prevention Association (NFPA)
- Health Professions Council of South Africa (HPCSA)
- South African Nursing Council (SANC)
- Board of Health Care Funders (BHF)
- Safety, Health, Environment, and Quality Consulting (SHEQ)

OUR SERVICES



Training Academy of South Africa

Within the Medicare24 Group, we have the Training Academy of South Africa, which has been specifically tasked to address the education and training needs of individuals who possess promising raw ambition and talent.

TASA and the Medicare24 Group share, aspire, and are committed to the same unified Vision.

TASA aims to convert young ambition into emerging talent and invest time into previously disadvantaged individuals who hold the capabilities of transforming themselves and their communities.

We offer flexible delivery options in education and training and together with our corporate clients, aim to develop learning programs that best suit individual needs and commitments.

TASA was granted accreditation as an education and training provider within the Health and Welfare Sector/Education and Training Authority (HWSETA), registered on the National Qualification Framework (NQF). TASA includes holding accreditation with the Department of Labour as a recognized First Aid Provider, Levels 1, 2, and 3.

Full qualifications include NC: Community Health Work (NFQ Level 2), NC: Occupational Health, Safety and Environment, and FETC: Community Health Work (NQF Level 4). TASA focuses on providing superior education practices that give rise to high standards of service.

Occupational Health Services

Medicare24 conducts Pre-employment, Annual, and Exit medical examinations. All relevant, non-confidential information is reported and submitted to the Human Resources Department. These reports state if an employee is fit to work. Occupational Health also provides Medical Surveillance, Health and Safety Management, Absenteeism, Health Awareness Campaigns, Member Education, and Counselling Services.



OUR SERVICES



Clinical Services

This service offers on-site assistance with disease prevention, illness diagnosis, illness treatments, and primary health diseases. Individuals receive medication at no additional cost. The staff enjoys the benefit of visiting the clinic as often as necessary. One of the main benefits to the employer, based on decreased absenteeism rates and higher productivity levels, is the return on their investment.

Paramedical Services

Our expertise in this field has provided on-site Paramedical Services to our clients for over a decade. The service meets specific client needs by the number of medics required on site and the function required. Our responsible medical personnel is trained stabilization and treatment of all medical and trauma emergencies that may occur on-site. We have partnered with ER24 Medical Emergency Services, which benefits members who use our on-site clinics. They can enroll themselves and up to six family members in the system, enabling them access to the ER24 ambulance fleet at no extra cost. We have long standing relationships with Mibem and Netcare 911 in South Africa, who together form a reputable network of ambulance service providers.

HIV Management

To establish high levels of service at all times, this Wellness Programme takes a multi-disciplinary approach over an agreed period. The Medicare24 HIV Management Programme comprises of four Phases: Education and Awareness, an HIV Committee, free Voluntary Counselling and Testing (VCT), and a Positive Living Programme.

Lifeguard Services

Our lifeguards are vital assets in any water situation. Our team consists of highly skilled individuals with qualifications in Pool Rescue and Open Water/Surf Rescue. This multi-faceted team ensures that in peak times, their emergency response is fast, efficient, and relevant to the type of water incident.

Our lifeguards hold accreditations with the South African Lifeguards Association of South Africa. Skills remain up-to-date and current, resulting in increased qualifications and certification for the teams.

We have 56 lifeguards employed within our company and take pride in the fact that we service one of the largest water parks in South Africa, which has multiple swimming pools, water slides, and a wave pool.

Having them on-site as part of the medical team ensures that the transfer of a patient to the Paramedic and Emergency Teams is handled professionally at all times during an emergency.

OUR SERVICES



Primary Health Care Clinics

Primary Health Care uses medical care as the first line of treatment and focuses on health screening and the early diagnosis and treatment of any illness. It is the first phase of medical care, before hospitalisation and specialist care. This phase of health care covers 85% of the most common illnesses and diseases. Medicare24 establishes, implements, and maintains on-site Primary Health Care Clinics which offer sustainable and easily accessible preventative care services.

All on-site Medicare24 clinics meet the specific needs and requirements of the client.

Wellness 4 Life

This programme provides Voluntary Counselling and testing (VCT) for HIV, with additional Occupational Health Services. Voluntary Counselling and Testing for HIV encompasses testing people for HIV to establish the infection rate within South Africa for businesses projecting production levels and income for the future.

Occupational Health screens the employee based on standards and specifications outlined in the Occupational Health Services Act of South Africa.

The primary purpose of Occupational Health is to identify underlying health problems and those acquired during an employee performing their duties. This service includes employee medicals and Occupational Health Training.



OUR CLINICS



The Opportunity

The Bill of Rights, Section 27 of the Constitution of the Republic of South Africa (1996), states that access to health care is a fundamental human right. South Africa is facing an ongoing crisis in the public health care system is seriously inadequate. This poor system has roots dating back to the Colonial period when its citizens determined the type of health care they received. This system still demonstrates the inequitable distribution of healthcare resources and inadequate healthcare quality. The primary purpose of Public Health Clinic Services is to promote health, prevent illness, cure disease, and, where necessary, refer patients to the hospital. Provincial Clinics, Community Health Centres, and District Hospitals offer these services. Government expenditure on health programs appears stable and averages around 13.5% of total Government spend. Allocations to provincial health programs show no sign of positive growth, which is concerning. In the face of ongoing budget constraints, governments are struggling with appalling rising healthcare costs and the increased demand for healthcare services. As governments grapple to stretch their healthcare funds and produce better results, many rely on Public/Private Partnerships (PPPs) within the private sector.

Mobile Clinics

Medicare24 has established mobile clinic facilities. These specially assembled on-the-move units are for communities living in rural areas who do not have access to transport to a government clinic. Our Mobile Service units bring quality healthcare to their doorsteps via a bus converted into a state-of-the-art healthcare facility. Mobile trailer units are placed at various rural sites and transported from site to site on completion of patient care. The units are valuable for corporate companies that require Occupational Health Care facilities.



Clinic Options

- **On-site Clinic Options**
- **Container Clinic Options**

Large organisations with multiple staff usually require that an on-site clinic be available to their employees. Medicare 24 will produce a complete clinic solution depending on the client's requirements. Our clinics are fully equipped with medical staff that deal with day-to-day patient care with Primary Health Care, Occupational Health Care, and Emergency Medical Services. If required, Medicare24 can provide a permanent ambulance on-site capable of handling any medical emergencies on the property and surrounding areas. Medicare 24 has an internal design team that will convert any space allocated by the client into a state-of-the-art healthcare centre for their employees.

Our professional team complies with a legal framework. Shipping containers can be modified and converted into Primary Health Care units. These units are beneficial in rural areas where access to clinics is challenging. The container clinics are insulated with indoor plumbing and become permanent clinic facilities. We can convert 6m and 12m containers to the client's requirements. Our core value is to increase the health and vitality of every individual who requires care.



VACCINATION SITES



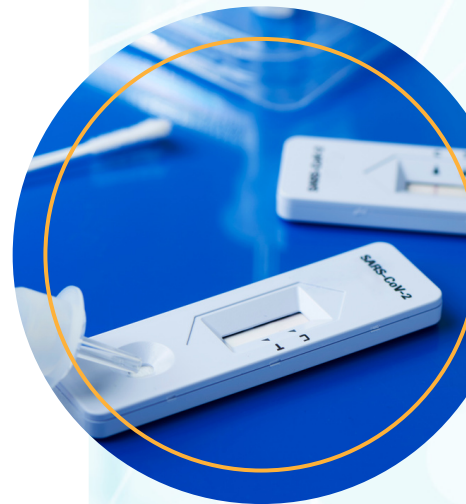
Sun City

Sun City and Medicare24 opened its largest corporate vaccination clinic in the country for Sun International which employs 8500 people. The site was fully functional and compliant within two days. The vaccination site provided inoculations for Sun City and the surrounding areas.

Ekurhuleni

A large-scale vaccination site was assembled in Ekurhuleni within seven days. The 2000m square foot tent is one of the largest yet. Extensive marketing and communication created a unique facility with a positive outcome.

*August 2021 to April 2022 – 80 249 people vaccinated.



LARGE HEALTHCARE CENTRE



The Medicare 24 team has evolved over the past 20 years bringing Health Care to new heights.

The Medicare24 team has evolved over the past 20 years bringing Health Care to new heights. We create state-of-the-art public and private facilities for the public, proven to be very successful in patient satisfaction and profitability. In researching the healthcare sector, Medicare24 can provide turnkey concepts that will positively impact how we approach Health Care. We believe everyone should have access to quality Health Care, whether they belong to a Medical Scheme or not. Our clinic facilities can be dual-branded according to funders' and company requirements.

THE OPPORTUNITY

We have designed an in-house clinic management service like no other. Our kiosk system fulfills the needs of clients and parents alike. The system allows each individual to access their medical history and direct any information to a doctor, their employer, and other relevant parties. The management system is a unique portal enabling clients to view their benefits at the touch of a button.

The following modules are accessible to our clinics and members:

- Personal medical files,
- Education and awareness
- Appointment booking
- Access to counselors and online medical professionals
- Electronic patient medical files,
- Diagnosis
- Consultation times
- Monthly statistics on illnesses
- Reminders to patients for medical collection
- Stock control
- Monthly topical wellness information booklets and posters
- Card security using a password grants access to confidential data for the member or medical professional. Medical data is stored internationally and backed up for business contingency which allows for medical files to be accessible through any of our clinic environments or mobile phone applications.

Clinic Management System

Our professionals include the following specialists: Nurses (incl. OHNPs), Psychologists, Social Workers, Doctors (incl. OMPs), and Dieticians.

As stated above, our clinic professionals have relevant business skills that ensure a 360-degree approach to our delivery:

- Business Intelligence — responsible for value-adding reporting
- Client Relationship Management — responsible for ensuring SLA
- Compliance Marketing — responsible for creating awareness of our programs

Patients

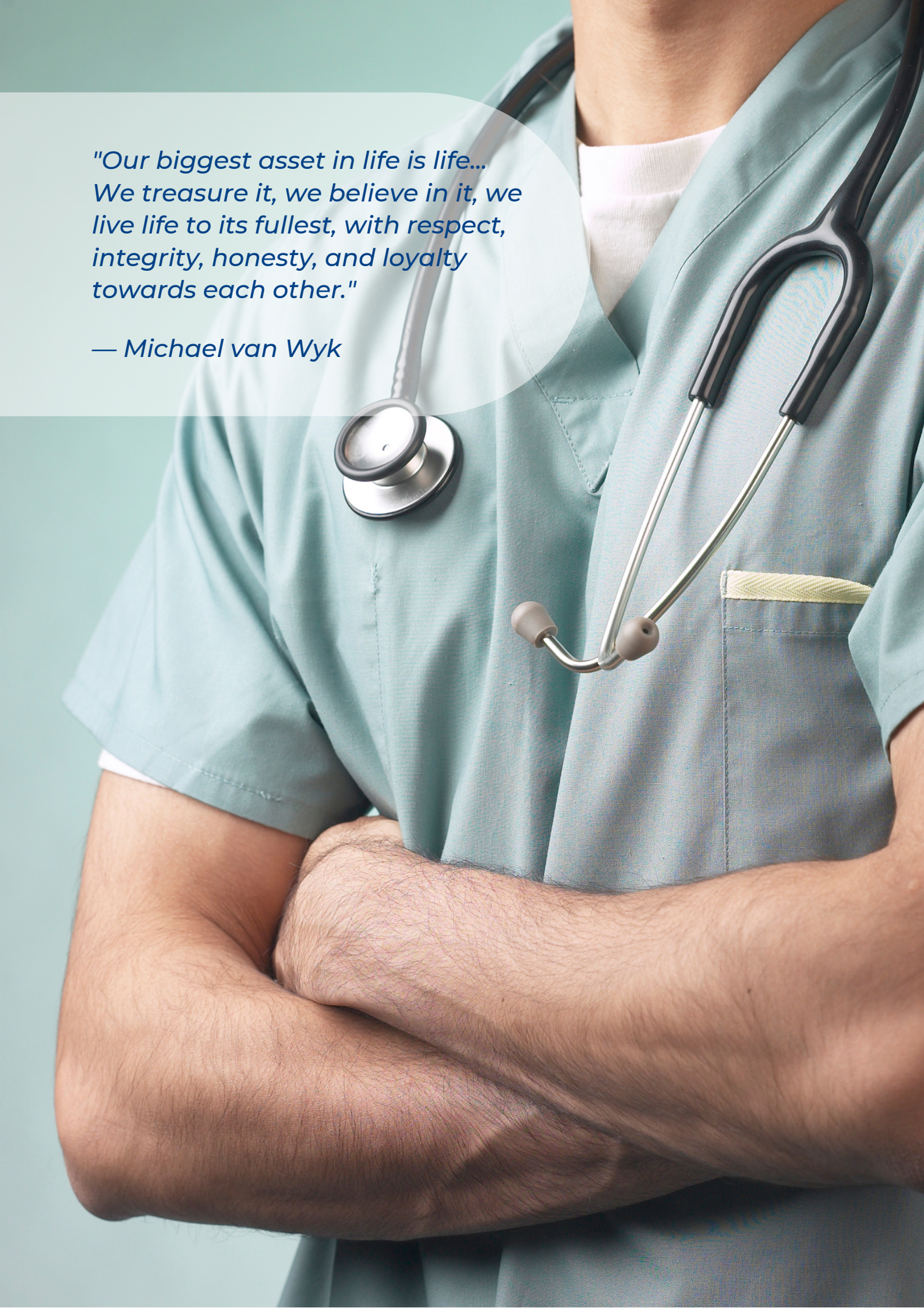
We offer the highest quality care in the most cost-efficient manner. Value of care delivered through:

- Superior clinical quality
- Maximizing the patient experience
- Managing cost efficiencies

The Value Equation

The Value Equation Patient satisfaction exceeds expectations.





*"Our biggest asset in life is life...
We treasure it, we believe in it, we
live life to its fullest, with respect,
integrity, honesty, and loyalty
towards each other."*

— Michael van Wyk

OUR PROJECTS



Global Aid

Medicare24 has a long-standing service history to the community, often going above and beyond the call of duty in South Africa and across our borders. We take great pride in our past and current achievements. Medicare24's internal staff are passionate about helping others and assisting on a pro-bono basis.

Sports Heroes Walk Against AIDS

Sports Heroes Walk Against AIDS Sports Heroes Walk against Aids is an initiative by SABC sports presenter Cynthia Tshaka to raise awareness through sports among the youth about HIV infection, making responsible decisions, and living a healthy lifestyle. Sporting heroes Baby Jake Matlala, Willie Mtolo, Khaya Malotana, Desiree Ellis, Artulu Ballosini, Daleen Terblanche, Deshun Deyse, and Lihlohonolo Ledwaba participated in the 5th annual Sports Heroes Walk Against Aids campaign in 2006. The six-day walk is from Pretoria to Mafikeng in the Northwest Province. Sports celebrities felt that there was a need to do something to stop the suffering of children infected and affected by HIV/Aids. As a result, they began to walk from one province to the other to make the whole country aware of the plight of the children and to urge fellow South Africans to share in the responsibility of caring for our children. Medicare24 has been the emergency medical provider for this annual project since its inception in 2002.

Asenzi Youth Development

Asenzi Youth Development was established in February 2009 after it became apparent that the youth of Vosloorus lacked life skills. Asenzi's vision was to nurture dreams to give hope and purpose to the youth and cultivate community involvement. In July 2009, Medicare24 hosted a fun day for 35 orphans and children with disabilities at Mohau's orphanage in Mapleton, Ekurhuleni. At the end of a fulfilling day, they were gifted with donations by Simelani Traders and Medicare24. Mohau's home is one of the longest-serving homes in Vosloorus.

Tsunami Disaster (2004/2005)

Medicare24 gathered financial assistance from South African businesses and created a specialised medical team that flew to Indonesia within days of the Tsunami disaster on 26 December 2004. With the blessing of the Indonesian government, the medical team headed to Malebo, a town destroyed by the Tsunami. The team set up emergency clinics and treated over 150 refugees daily, together with the United Nations, Red Cross, Indonesian and Singapore military, and Canadian relief teams. Ten grueling days later, the rebel unrest grew to terrifying proportions. Many relief teams, including Medicare24, were relieved of their duties due to safety concerns. Medicare24 received a certificate of thanks from the Indonesian Government for their relief efforts.

OUR PROJECTS



RTT UNJANI CLINIC-IN-A-BOX

In February 2011, we joined hands with the RTT Group to assist the Unjani Clinic-in-a-Box initiative. This initiative provided much-needed clinical services to the disadvantaged in the Etwata and Wattville informal settlements. Members of the community aided the clinic's operation. We were able to reduce the management fees by more than 20%

Camp quality

Every year, children fighting life-threatening cancer are hosted by different organizations and spend a weekend at camp. Medicare24 is a proud sponsor of this event, supplying paramedic pro-bono services.

Buddy

Buddy is a therapy dog who works with one of our Medicare24 counselors. Buddy provides healing to victims of abuse or who have suffered trauma. Medicare24 sponsors Buddy's food and medical bills.

ARV/HIV Assistance

The Wikoppen Health and Wellness Centre and St Francis Clinic assists individuals in the surrounding townships such as Diepsloot, Lion Park, and Kya Sands. Unfortunately, the HIV infection statistics in these areas are excessive. Medicare 24 and Tsogo Sun Holdings proudly donated over R800 000 in Antiretroviral Drugs.

Medicare24 also supported their local Clinic (St Francis) by donating R400 000.

USAID

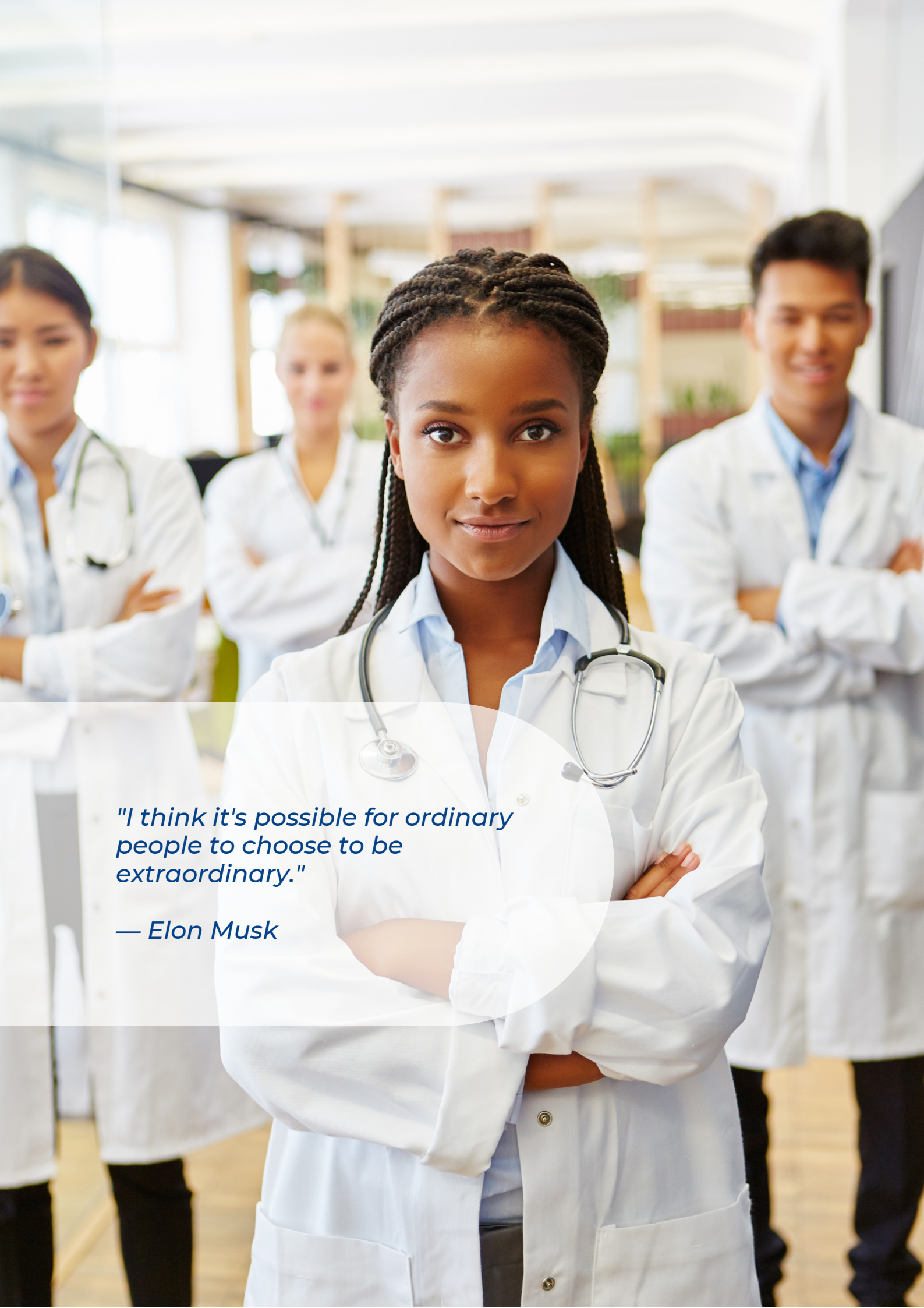
In November 2008, we proudly tested 30 000 males in South Africa for HIV and increased awareness around the virus through various talks and information sessions.

Disaster Recovery

The importance of a disaster recovery plan cannot be understated. When an unforeseen event brings Medicare24's day-to-day operations to a halt, we can recover quickly and continue to provide services to our clients. Medicare24 can stabilize the situation and operate online within 48 hours. Clients can have the assurance that the interruption is minimal.

Haiti Earthquake

A team was sent to Haiti on 24 January 2010, armed with medical bags and facing the daunting task of treating the survivors of the horrific quake. The team landed in Haiti within 38 hours after departing from South Africa. Their duty was to provide vital medical treatment. They treated approximately 400 people in one week. The team returned to South Africa on 1 February 2010.



"I think it's possible for ordinary people to choose to be extraordinary."

— *Elon Musk*





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