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## **ASK NOW Call Centre Terms and Conditions**

**Dear Patient,**

Please take your time to read these terms and conditions carefully and ask us if you do not understand anything. Pay special attention to all the terms printed in bold.

Ask Now Patient Services assist patients or people affected by any disease with a point of contact for any questions or challenges they may face at any time of their or a loved one's disease journey. We commit to being a user-friendly and an accessible resource to all regardless of age, sex, gender, insurance status or health status, marital status, disability, ethnicity, religion, sexual orientation, conscience, belief, education, or social or economic background.

The call center acts as a referral for patients and their caregivers, providing an advisory point for information about diagnosed illness/condition and a patient's journey, support and the initiation of advocacy cases. Advocacy cases require specialized assistance and are managed by a Navigation Case Manager who provides callers with the knowledge and tools to access the treatment and answers to questions they require, in accordance with their rights.

Through these individual advocacy cases, Ask Now Patient Services will take note of the issues highlighted regarding the challenges faced by South African patients and will lobby for policy changes that will affect all of society.

We commit to provide the following services to our callers:

### **Patient Advocacy:**

We will help you navigate your way in accessing the treatment you are entitled to, regardless of whether or not you are being treated in a State hospital or belong to a medical scheme, and we will advise you on how to deal with workplace situations arising from your diagnosed illness/condition.

### **What types of problems could make up an advocacy case?**

Navigating your way through the steps of exercising your rights and the processes of appeal with regards to -

- Helping your doctor develop treatment motivations for submission to your medical scheme;
- Submitting your treatment plan application on your behalf to your medical scheme (where applicable)
- A medical scheme declining your treatment plan or not correctly assessing your treatment in relation to your benefits;
- Helping you apply for ex gratia (voluntary) funding from your medical scheme;
- Helping you gain access to diagnosis and treatment in public hospitals;
- Helping you understand and navigate the referral process between state hospitals and clinics;
- Helping you to document and escalate instances where you have received unfair treatment in public hospitals; and

- Helping you to navigate and understand the labour laws and social aspects of dealing with diagnosed illness/condition in your workplace.

**With rights come responsibilities and we require that you as the patient are aware of your responsibilities.**

**Your responsibilities include -**

- Sign the Ask Now Consent form allowing us to handle your personal information. This enables us to deliver the best possible service to you
- To provide Ask Now Patient Services and your health care providers with all of the relevant and accurate information about your condition for diagnostic, treatment, rehabilitation or counselling purposes:
- Actively participate in the navigation process and endeavour to provide the information requested by your Navigation Case Manager, promptly;
- Complying with the prescribed treatment or rehabilitation procedures;
- Enquiring, from your medical service providers, about the related costs of treatment and/or rehabilitation and arranging for payment thereof;
- Taking care of and keeping track of your health records;
- Respecting the rights of other patients and health care providers

**What Ask Now Patient Services cannot do:**

- Give legal advice or assistance if you wish to institute legal action;
- Give medical or clinical advice or try to diagnose a medical problem; give financial assistance; however we are able to assist in applying to a relevant organisation that can assist in this regard, should it be required.
- Criticise, without justified evidence, any health care professional; and
- Refer patients to specific healthcare providers;
- Handle or deal with any complaints regarding any other non-governmental organisation; and,
- Pass your personal information on to a third party without your permission.

**General**

According to the law Ask Now Patient Services may not act on your behalf or even begin to manage your case until we have received your signed and duly completed patient consent form ("the form"). The form is attached to these terms and conditions and is to be emailed to [info@asknow.co.za](mailto:info@asknow.co.za)

All reasonable measures shall be taken to prevent the unauthorized access, processing or disclosure of patient information to third parties. We will only disclose information to third parties if you have provided us with your consent in terms of the form for us to disclose information, on your behalf, to such third parties as may be required in order to resolve any query that you have concerning your treatment.

Ask Now Patient Services will provide callers with general information about patient rights relating to employment. However, such information is not intended to be a substitute for professional legal or medical advice. Never disregard professional legal or medical advice.

All templates, brands and education materials provided to you are protected by copyright under South African law. Any use of the contents of such materials, brands or templates, not expressly permitted by Ask Now Patient Services, is a breach of copyright, trademark and other laws.

Provided that we did not act with gross negligence or fraudulent intent, you agree that Ask Now Patient Services will not be liable and that you will not hold Ask Now Patient Services liable for any loss suffered or costs incurred by you as a direct or indirect result of making use of the services we offer you.

