



# Summer is here Stay Safe & Covered

Summer is unfolding and so are those summer shirts and dresses! We welcome the warmth and vibrancy of the season. However, with the change in season comes new health concerns such as sun exposure, dehydration and seasonal illnesses. Here are some essential tips to stay safe and healthy:

- **Stay hydrated** – Heat exhaustion is a real concern hence drink plenty of water
- **Use sunscreen to prevent burns and long-term skin damage**
- **Keep medications cool** – prescriptions can lose potency in extreme heat
- **Stay Active** - Summer is perfect for physical activities but be aware of your limits. Opt for cooler times of the day for outdoor exercise.

Enjoy the season while taking care of your health!

## The Essential Guide to Medical Evacuations

This guide outlines the procedures for medical evacuations for members who have the air evacuation benefit. There are two primary scenarios in which you may require an evacuation.

### You are in a hospital / your relative is hospitalized

The attending physician decides to have you evacuated because your treatment will be handled better in SA

### The physician/you/relative can call our 24-Hour Call Centre

The Call Centre will get the patients details and check if the patient has the evacuation benefit. Alliance Health contacts the physician for relevant medical reports and supporting documents

### Alliance Health contacts the relevant air ambulance service providers and updates the physician/you/relative

Alliance Health arranges with assistant partners in SA for the facility which you will be airlifted to eradicate confusion, the physician/you/relative must avoid contacting a variety of providers.

### Alliance Health gives the Air Ambulance Provider the authorization to go ahead with the Evacuation

The air ambulance provider will send a road ambulance to the hospital where you/ relative will be admitted and they will ferry / relative to the airport

### Scenario 2:

### You have been involved in a serious incident (accident) that threatens your health in a remote area with no access to a nearby health facility

Contact our **24-Hour Call Centre** and they will get your details and location.

Alliance Health will contact the relevant provider depending on your location and accessibility. You will be updated on the way forward and the relevant evacuating provider will contact you once given the authorization by Alliance Health

You are to avoid contacting several providers to avoid confusion which can delay the process.

**Alliance|health**

“**Russell has come a long way and everything is going to be ok!**”

Alliance Health went above and beyond. Their professionalism, world-class efficiency, and organisation were outstanding...the medivac to Johannesburg, accommodation, air tickets, and spinal rehabilitation clinic - you had our back, and it was a huge relief that, at such a tough time, you supported and delivered.

**Thank you for your outstanding support.**

~ The Hawkins Family, August 2025

*Where Service Still Matters*

Contact us ☎ 086 7700 0716 ✉ [marketing@healthzim.com](mailto:marketing@healthzim.com)

## Are You in An Emergency?



- Stay calm and take a deep breath to think clearly and avoid panic.
- Ensure safety and move yourself and others away from danger if possible.
- Call for help through our 24-Hour Call Centre (0808 0569/ 0867 7000 716/ 0867 7020 406)
- Provide clear information and state your location, nature of the emergency, and any injuries.
- Follow instructions from the Call Centre Agent.
- The correct response unit will be dispatched to your location (road or air).



**More than just sponsors – We are the biggest fans!**  
**Alliance Health staff rocking FC Platinum jerseys.**



## REMINDERS

To help ensure your claims are processed smoothly and without delays, please take note of the following key points:

1. Do not sign blank claim forms with service providers under any circumstances.
2. Always attach a copy of the prescription (script) when submitting claims for medication. This will assist in faster and more accurate reimbursement.
3. Ensure that doctor referrals are attached when submitting specialist claims.
4. Referral letters to specialists are valid for three (3) months from the date of issue. If you require an extension or have any questions, kindly contact our office for guidance.
5. Claims must be submitted within three (3) months from the date the service was rendered. Claims submitted after this period may be declined.
6. Children aged two (2) years old and below, can visit the Paediatrician without the need for a referral letter from a general practitioner (GP).
7. Children above 2 years of age will require a referral letter from their general practitioner to see a Paediatrician, unless if it is an emergency in which case the request will be escalated immediately for approval. Emergency access to Paediatricians will always be available for our young members.
8. Should you have any queries at all, we strongly encourage you to contact our team. We are here to provide the best advice and support throughout your healthcare journey.

### Date / Period

10 September  
15 September  
17 September  
28 September  
29 September

29 September

### Observance

World Suicide Prevention Day  
World Lymphoma Awareness Day  
World Patient Safety Day  
World Rabies Day  
AHMF online AGM @ 8am

NMAS online AGM @9am

### Notes

Global WHO supported  
Cancer awareness  
2025 Theme - Newborn / Child Safety  
Prevention of rabies  
(email your name and membership number for your login details to [ahmfagm@healthzim.com](mailto:ahmfagm@healthzim.com))  
(email your name and membership number for your login details to [nmasagm@healthzim.com](mailto:nmasagm@healthzim.com))

### How do I get in touch with Alliance Health?

#### Alliance Health General Enquiries

✉ [clientservices@healthzim.com](mailto:clientservices@healthzim.com)

#### Claims Submission

(Ensure all sections of the claim form are completed fully)

✉ [claimsteam@healthzim.com](mailto:claimsteam@healthzim.com)

#### Alliance Health Pre-Authorisation

✉ [callcentre@healthzim.com](mailto:callcentre@healthzim.com)

☎ 086 7700 0716 | 077 212 6120

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